



NP – 375

31  
IV Semester B.Com. (TTM) Examination, July/August 2024  
(NEP Scheme)

**TOURISM AND TRAVEL MANAGEMENT**

**Paper – 4.2 : Front Office Operations**

Time : 2½ Hours

Max. Marks : 60

**Instruction** : Answers should be written in **English** only.

**SECTION – A**

I. Answer **any six** questions. **Each** carries **two** marks.

**(6×2=12)**

- 1) a) Define front office.
- b) Give the meaning of reservation.
- c) Define concierge service.
- d) Why front office called as window of the hotel ?
- e) Define night audit.
- f) Mention any two qualities of a receptionist.
- g) Define reservation chart.
- h) What is VIP procedure ?



**SECTION – B**

II. Answer **any three** questions. **Each** carries **four** marks.

**(3×**

- 2) Give a brief note on hotel industry and its types.
- 3) List out the types of reservation.
- 4) Briefly explain the foreign currency exchange procedure.
- 5) Mention the qualities of a telephone operator.
- 6) Write short notes on :
  - i) Attitude
  - ii) Self-discipline.



## SECTION - C

III. Answer **any three** questions. **Each** carries **twelve** marks.

(3×12=36)

- 7) Briefly explain the duties and responsibilities of a front office cashier.
- 8) Draw the organisational flow chart of a industry. Discuss.
- 9) Write a note on the various equipments and materials used in front office.
- 10) Briefly discuss the roles and responsibilities of a front office executive.
- 11) Discuss the types of reservation system.