



CS – 482

725

V Semester B.Com. Examination, March 2023
(Fresh) (2022-23 and Onwards)
(CBCS)

TOURISM AND TRAVEL MANAGEMENT
Paper – 5.4 : Front Office Management

Time : 3 Hours

Max. Marks : 70

Instruction : Answers to be written in English only.



SECTION – A

Answer **any five** of the following questions. **Each** question carries **two** marks. **(5×2=10)**

1. a) Define hotel.
- b) Why front office is called as window of the hotel ?
- c) What is a hotel tariff ?
- d) What is a timeshare accommodation ? Give an example.
- e) State any two qualities required for telephone operator.
- f) Give the meaning of house keeping.

SECTION – B

Answer **any three** of the following questions. **Each** question carries **five** marks.

(3×5=15)

2. What are the competences of front office professionals ?
3. Explain the types of reservations in a hotel.
4. Enlist any four desirable qualities of a concierge.
5. Write a short note on :
 - i) Night audit
 - ii) Front office cashier.

P.T.O.



SECTION – C

Answer **any three** of the following questions. **Each** question carries **fifteen** marks.

(3×15=45)

6. Explain in detail the various equipments and materials used in front office.
 7. Describe the role and responsibilities of a front office manager.
 8. Draw the organizational chart of a hotel and explain.
 9. Discuss the inter-departmental co-ordination between front office with other departments.
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