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44
V Semester B.Com. Examination, February/March 2024
(NEP) (Freshers)

TOURISM AND TRAVEL MANAGEMENT B.Com TTM
5.5 : Front Office Management

Time : 2½ Hours

Max. Marks : 60

Instruction : Answer *all* the questions in **English**.

SECTION – A

Answer **any six** questions out of eight. **Each** question carries **two** marks. (6×2=12)

1. a) Name the types of hotels.
- b) What do you mean by guest cycle ?
- c) Write a note on wake-up call.
- d) List out any four responsibilities of a cashier.
- e) Mention the contents of GRC.
- f) What do you mean by VIP procedure ?
- g) What do you mean by front office management ?
- h) Give examples for time share accommodation.



SECTION – B

Answer **any three** questions out of five. **Each** question carries **four** marks. (3×4=12)

2. Enlist any four desirable qualities of a concierge.
3. Write a short note on Front Office Cashier.
4. What is front office ? Draft the lay out of the front office of a 5 star hotel.
5. Briefly explain night auditing procedure of a star hotel.
6. Write about various types of reservation.

P.T.O.



SECTION – C

Answer **any three** questions out of five. **Each** question carries **twelve** marks. **(3×12=36)**

7. Draw an organization chart of front office department. Explain role of lobby manager.
 8. Explain the duties and responsibilities of a general manager in a hotel.
 9. Discuss the inter-departmental co-ordination between front office with other departments.
 10. Explain five front office terminology giving suitable examples.
 11. Explain the procedures followed in handling mail and messages under concierge service.
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