



NP – 365

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V Semester B.Com. Examination, Jan./Feb. 2025
(NEP) (Freshers/Repeaters)
TOURISM AND TRAVEL MANAGEMENT
5.5 : Front Office Management

Time : 2½ Hours

Max. Marks : 60

Instructions : 1) Answer **all** Sections.
2) Answer only in **English**.

SECTION – A

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

1. a) Define hotel.
- b) Name two categories of hotels based on their size.
- c) Name two types of front office equipment.
- d) Give the meaning of “room rate methodologies”.
- e) Mention one basic etiquette required for front office staff.
- f) What is a reservation chart ?
- g) Define “concierge service.”
- h) List the duties of a concierge.



SECTION – B

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

2. Discuss the history and evolution of the hotels.
3. Describe the functions of front office management.
4. Analyse the different types of room rates and plans and their impact on hotel revenue.
5. Discuss the various services offered by a concierge in a hotel.
6. Explain the complete registration procedure for guests, including VIP handling and modes of payment.

P.T.O.



SECTION – C

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

7. Draw the organizational structure of the front office and explain.
 8. Describe the roles and responsibilities of front office staff in ensuring guest satisfaction.
 9. Explain the different types of room rates and plans offered in hotels.
 10. Discuss the significance of basic etiquettes and grooming for front office professionals.
 11. Explain the handling of scanty baggage and left luggage procedure and its importance in hotel security.
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