

School of Hospitality

Hotel Management

ETE - Jun 2023

Time : 3 Hours

Marks : 100

Sem IV - I1UB401C / BSCH2007

Front Office Operations

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

1. Differentiate between Folio and Ledger. K2 CO3 (5)
2. Define the term electronic locking system. K1 CO1 (5)
3. Define the term credit limit. K1 CO2 (5)
4. Explain the Front Desk module of PMS Front Office. K2 CO1 (10)
5. Explain the various types of accounts maintained by front office department. K3 CO2 (10)
6. Explain the bar checks, allowance vouchers and VPOS. K3 CO4 (10)

OR

- Explain the night audit process in four-star hotel. K3 CO5 (10)
7. Explain the term Domestic occupancy. How can you calculate domestic occupancy percentage? Illustrate with an example. K3 CO3 (10)
8. Explain the step by step departure procedure in a four-star hotel. K3 CO4 (15)
9. Explain the causes of fire and describe the principals involved in extinguishing fire. K4 CO3 (15)

OR

- Explain first aid. List of the items that a first aid box should contain. K4 CO3 (15)
10. Hotel automation leads to the efficient management of hotel resources and to greater guest satisfaction. Discuss in details. K4 CO5 (15)