School of Hospitality

Bachelor of Hotel Management
Semester End Examination - Jun 2024

Duration : 180 Minutes
Max Marks : 100

Sem IV - I1UB404C - I1UB401C - BSCH2007 - Front Office Operations

General Instructions
Answer to the specific question asked
Draw neat, labelled diagrams wherever necessary
Approved data hand books are allowed subject to verification by the Invigilator

1)	How does EMS contribute to hotel operations, and what is its main purpose?	K1(2)
2)	Illustrate the process of categorizing different types of keys used in hotel operations.	K2(4)
3)	Summarize the process of guest accounts settlement in a hotel.	K2(6)
4)	Develop effective cash control processes for hotel front office operations.	K3(9)
5)	Develop and experiment with a crisis management plan for a hotel, testing various emergency scenarios to ensure staff readiness and effectiveness.	K3(9)
6)	Support the adoption of comprehensive security standards and certification programs in the hospitality industry to enhance guest confidence, regulatory compliance, and competitive positioning.	K5(10)
7)	Assess the effectiveness of a hotel's security measures in mitigating risks and ensuring guest safety, utilizing criteria such as guest feedback, incident reports, and industry best practices.	K4(12)
8)	Interpret the purpose of VTL (Vertical Tabular Ledger) in hotel accounting.	K5(15)
9)	Develop a comprehensive security strategy for a hotel, integrating physical security measures, digital surveillance systems, access control protocols, and emergency response procedures.	K5(15)
10)	Compile a list of various types of vouchers used in the front office of a hotel.	K6(18)