



K21U 1571

Reg. No. : .....

Name : .....

V Semester B.T.T.M. Degree (CBCSS – Sup./Imp.)  
Examination, November 2021  
(2015 – 18 Admns)  
Core Course in Travel & Tourism Management  
5B11TTM : FRONT OFFICE MANAGEMENT

Time : 3 Hours

Max. Marks : 40

SECTION – A

Answer the following questions in **a** word or **one** or **two** sentences. (**one** mark each) (4×1=4)

1. Hospitality
2. Front Office
3. Pre Arrival
4. Voucher.

SECTION – B

Answer **any seven** questions in **a** paragraph. (**two** marks each) (7×2=14)

5. What do you understand by different basis of charging ?
6. Write about the equipments used in front office.
7. Explain the various types of reservation.
8. Make a brief note on the procedure in receiving a guest.
9. What is over booking in front office operations ?
10. List out the competencies required for a front office manager.
11. Explain the procedure for message handling.
12. Describe the need for late checkout procedure.

P.T.O.

K21U 1571



13. Define night audit.
14. What is the role of computers in front office accounting ?

SECTION – C

Answer **any four** questions in about **100** words. (**three marks each**) (4×3=12)

15. Narrate the personality traits required for male and female front office personnel.
16. Explain the role technology in security management in hotels.
17. Elaborate the room selling techniques practices by hotels.
18. What are the equipments used by front office cashier ?
19. Explain PMS and its role.
20. Elaborate some front office reports.

SECTION – D

Answer **any two** questions in about **500** words. (**five marks each**) (2×5=10)

21. Describe the features of front office and lobby and the responsibilities of staff in-charge.
22. Elaborate forecasting reservations and methods to avoid over booking in hotels.
23. Explain the major functions and procedures to be followed by the front office cashier.
24. Narrate the importance of visitors tabular ledger in hotel accounting.