

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN  
(AUTONOMOUS)

(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)

Chromepet, Chennai - 600 044.

B.Voc. - END SEMESTER EXAMINATIONS - APRIL 2025

SEMESTER - II

**24UTTTF2003 - Front Office Management (Theory & Field Practicum)**

Total Duration : 2 Hrs.30 Mins.

Total Marks : 60

### Section B

Answer any **SIX** questions ( $6 \times 5 = 30$  Marks)

1. Explain the different types of hotel classification based on size, target market, and level of service.
2. Discuss the interdepartmental communication in a hotel and its importance for smooth operations.
3. Describe the sections and layout of a front office in a hotel.
4. Explain the organization chart of the front office and the key attributes required for front office personnel.
5. Elaborate on the guest cycle and the key processes involved in each stage.
6. Explain the different types of room reservations and their significance in front office operations.
7. Discuss the check-in procedures for various types of guests, including VIPs and foreign guests.
8. Explain the process of handling guest complaints and the different types of complaints encountered in hotels.

### Section C

Answer any **THREE** questions ( $3 \times 10 = 30$  Marks)

9. Critically analyze the role of the front office department in a hotel's total quality management system.
10. Explain in detail the responsibilities of front office staff, including concierge, cashier, bell desk, and telephone operator.
11. Discuss the importance of crisis management in the hospitality industry, focusing on fire hazards, break-ins, and bomb threats.

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12. Evaluate the significance of guest service operations such as mail handling, key control, and left luggage handling in a hotel.
13. Analyze the role and procedure of night auditing in the front office department of a hotel.

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