

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

**23UTTCT2003 - Front Office Management**

Total Duration : 2 Hrs.30 Mins.

Total Marks : 60

### **Section B**

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

1. Classify the Hotel based on location with suitable example.
2. Identify any different modes of room reservation in front office.
3. Assume you as bell desk staff and narrate the procedure of handling Guest Departure.
4. Explain the stages of guest cycle in sequence.
5. Analysis the qualities required for a good front office assistant for Hotel Industry.
6. Draw the format of a Room Reservation Form.
7. Develop points about handling Group Check in procedure.
8. Illustrate the role of night auditing.

### **Section C**

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

9. Demonstrate the Front office co-ordination with housekeeping and Engineering departments.
10. Draw the organisation chart of front office of Larger and smaller hotel.
11. Appraise guideline to handle fire emergency in Hotel Industry.
12. Explain the steps in handling guest complaints.
13. Elaborate on posting of room charges and check out procedure.

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