



PG - 429

**III Semester M.T.A. (Integrated Course) Degree
Examination, December 2014/January 2015
(2013-14, (NS))**

**TOURISM ADMINISTRATION
Paper - 3.5 : Front Office Operations**

Time : 3 Hours

Max. Marks : 80

SECTION - A

1. Answer any ten sub-questions. Each carries two marks. (10×2=20)
- Define SB.
 - Define Foyer.
 - Who is a Night Auditor ?
 - What is meant by Pax ?
 - What is Rack Rate ?
 - What is meant by NCR ?
 - What is M.C.O. ?
 - What is Credit Limit ?
 - Expand : FHRAI and HRACC.
 - Expand : PIP and CIP.
 - What is meant by Hubbart Formula ?
 - Define Skipper.

SECTION - B

Answer any five questions. Each carries 6 marks. (5×6=30)

- Define Duty Rota. Prepare a Duty Rota for 300 rooms hotel of Front Office Department.
- Explain Guaranteed and Non-Guaranteed Reservations.
- Elucidate the activities and functions of Front Office.

P.T.O.



5. Explain the role of Front Office Manager in a Five Star Hotel.
6. Explain various methods of Paging.
7. Draw the layout of Bell Desk and explain various functions of Bell Desk.
8. Draw a Reservation Form and Fill in the particulars.
9. Draw the format of message slip and explain the procedure of recording message.

SECTION - C

Answer any two questions. Each carries 15 marks.

(2x15=30)

10. Explain Left Luggage Procedure and Valet Car Parking.
11. Explain in detail the function of information section. With the help of a flow chart explain what procedures are followed to handle incoming mails in a star hotel.
12. Enlist 15 countries capital and their currency.
13. Draw the layout and hierarchy of front office department of the Large Hotel.