

D 131098**(Pages : 2)****Name.....****Reg. No.....****THIRD SEMESTER B.VOC. DEGREE EXAMINATION, NOVEMBER 2025****Tourism and Hospitality Management****SDC 3TH 12—FRONT OFFICE MANAGEMENT – THEORY****(2021 Admissions)****Time : Two Hours and a Half****Maximum : 80 Marks****Section A (Short Answer Questions)***Answer any number of questions each not exceeding 50 words.**Each question carries 2 marks.**Ceiling of marks for Section A is 25.*

1. Define Domestic Tourism.
2. Who is a Inbound Tourist ?
3. Define Resort.
4. What is meant by Twin Room ?
5. What is meant by Semi- Residential hotel ?
6. Define Reservation section.
7. Define Room tariff.
8. What is meant by American Plan ?
9. What is meant by Seasonal rate ?
10. Define Arrival list.
11. Define Guest registration card.
12. What do you mean by Guest paging.
13. What is meant by left luggage room ?
14. What is a message slip ?
15. What is called late charge ?

Turn over

Section B

Answer any number of questions each not exceeding 100 words.

Each question carries 5 marks.

Ceiling of marks for Section B is 35.

16. What role do reservations play in maximizing the revenue of the hotel ?
17. Describe the various types of rooms you find in a hotel ?
18. On what condition can reservation be denied ?
19. Explain FORM -F and FORM-C
20. Explain the check-in procedure of scanty baggage guest ?
21. Explain the procedure of allotment and surrendering of the safe deposit box.
22. Explain B N B hotel.
23. Guest history card is a tool for marketing the hotel. Discuss

Section C

*Answer any **two** questions not exceeding 400 words.*

Each question carries 10 marks.

24. Explain the duties and responsibilities of the Front office manager.
25. Differentiate between Guaranteed and nonguaranteed reservation.
26. What do you understand by the term preregistration activities ? Explain the importance of pre-arrival activities.
27. Explain the check-in procedure of foreign guest.

(2 × 10 = 20 marks)