

QP Code: D145190		Total Pages: 02	Name:
			Register No.
SECOND SEMESTER B.VOC (CUFYVP) REGULAR EXAMINATION APRIL 2026			
TOURISM AND HOSPITALITY MANAGEMENT			
THS2CJ102 Front Office Operations			
2025 Admission			
Maximum Time :2 Hours			Maximum Marks :60
Section A			
All Question can be answered. Each Question carries 2 marks (Ceiling : 20 Marks)			
1	Define "C" form		
2	Explain European plan.		
3	For what the Foreign Exchange encashment certificate is used?		
4	List any two major functions of Front office.		
5	Differentiate reception and a lobby.		
6	List any two types of walk in guests.		
7	How does front office upsell the rooms?. Any two techniques.		
8	Mention the coordination metrics between housekeeping and front office department in two sentences.		
9	List two commercial importance of Front office in hotel.		
10	What do you understand by "Paging a guest"?		
11	List two types of unconventional accommodation in tourism.		
12	How to register a guest with reservation?		
Section B			
All Question can be answered. Each Question carries 6 marks (Ceiling: 30 Marks)			
13	Are the reservation formats still relevant in the contemporary hotel reservation system/		
14	Can VIP procedures executed by the reservation assistant? Support your explanation with the procedures/protocols?		

15	Draw the differences between the CRS infrastructure and the OTA's backend platforms.
16	What are the instances where we call the clients a group and explain the group check in procedures?
17	Enlist the check -in patterns of an institutional traveler and could they fit into the business traveler category?
18	Give a detailed account on the transformation of guest reservation system in the 21st century.
Section C	
Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)	
19	Create a guest cycle for a guest in resort and explain the deliberations on each steps.
20	Discuss the major forms of travel intermediaries who establish communication with the hotel front office.