

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086
(For candidates admitted from the academic year 2023 – 2024)

B.A. DEGREE EXAMINATION, APRIL 2024
TOURISM AND TRAVEL MANAGEMENT
SECOND SEMESTER

COURSE : MAJOR CORE
PAPER : FRONT OFFICE MANAGEMENT
SUBJECT CODE : 23TT/MC/FM24
TIME : 3 HOURS **MAX. MARKS: 100**

Q. No.	SECTION A Answer ALL questions in about 30 words each. (10 × 2 = 20 marks)	CO	KL
1	Front office	1	1
2	Lobby manager	1	1
3	Seasonal rate	1	1
4	Room tariff card	1	1
5	Guest relations	1	1
6	Access code for accommodation	1	1
7	Bell captain	1	1
8	Ledger	1	1
9	Cash management	1	1
10	Key control	1	1
Q. No.	SECTION B Answer any FOUR questions from K2 and any FOUR questions from K3. Your answers should be in about 150 words each. (8 × 5 = 40 marks)	CO	KL
11	Briefly explain the Front office operations	2	2
12	Write a note on tariff fixation	2	2
13	List out the steps involved in group reservations.	2	2
14	Write a note on handling foreign currency in front office	2	2

15	What are the safety measures to be taken for fire accidents	2	2
16	Mention the key requirements for front office employee	3	3
17	How upselling can be used as a sales technique in front office.	3	3
18	Mention the different phases involved in the guests interaction with the hotels.	3	3
19	List out the duties of night manager	3	3
20	Why front office security is important?	3	3
Q. No.	SECTION C Answer any ONE question from K4 and ONE question from K5. Your answer should be in about 1000 words. (2 × 20 = 40 marks)	CO	KL
21	Describe the important aspects of night auditing.	4	5
22	Elucidate the procedures on Bill settlements.	4	5
23	Describe the responsibilities of the people at the front office during a crisis situation.	5	5
24	Evaluate the techniques in managing guest safety and security	5	5
