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NP – 289

IV Semester B.Com. (Tourism and Travel Management)
Examination, August/September 2023
(NEP Scheme)

Paper – 4.2 : FRONT OFFICE OPERATIONS

Time : 2½ Hours

Max. Marks : 60

Instruction : Answer in **English** only.

SECTION – A

1. Answer **any six** of the following. **Each** question carries **two** marks. **(6×2=12)**

- Define reservation.
- What is registration ?
- State the meaning of 'C' form.
- Who is travel desk executive ?
- Expand FOOM and CRS.
- What do you mean by handling mail ?
- List out any 4 chain hotels of India.
- When was Taj hotel group established ?



SECTION – B

Answer **any three** of the following questions. **Each** question carries **four** marks. **(3×4=12)**

- Who is Bell boy ? What are the duties of Bell boy ?
- Explain the room cancellation procedures.
- Write a note on functions of front office department.
- Differentiate lobby manager and front office manager.
- Briefly explain the duties of travel desk executive.

P.T.O.



SECTION – C

Answer **any three** of the following. **Each** question carries **twelve** marks. **(3×12=36)**

7. Discuss the scanty baggage procedures.
 8. Discuss the handling mail in a hotel.
 9. Enumerate the significance of front office in a hotel.
 10. Draw the layout of front office and explain it.
 11. Comment on miscellaneous services in a hotel.
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