

PG-155

MTTS-13

**M.A. DEGREE EXAMINATION —
JANUARY, 2015.**

First Year

Tourism and Travel Studies

FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum marks : 75

PART A — ($3 \times 5 = 15$ marks)

Answer any THREE questions.

All questions carry equal marks.

1. Write a brief note on the front desk.
2. Explain housekeeping.
3. What is guest registration menu?
4. Explain bell service.
5. Describe reservations.

PART B — ($4 \times 15 = 60$ marks)

Answer any FOUR questions.

All questions carry equal marks.

6. Describe the importance of human resource in a accommodation unit.
 7. Give an overview of night audit.
 8. Explain transient reservation avenues.
 9. Explain in detail the advantages of foreign exchange in accounting.
 10. Discuss the importance of communication.
 11. Give a detailed account of the responsibilities of the front office.
 12. Describe the advantages of group reservations.
-