



Avinashilingam Institute for Home Science and Higher Education for Women
(Deemed to be University under Category 'A' by MHRD, Estd. u/s 3 of UGC Act 1956)
Re-accredited with 'A+' Grade by NAAC. Recognised by UGC Under Section 12B
Coimbatore - 641 043, Tamil Nadu, India

Bachelor's Degree Examination – July 2020
IV Semester

Class: II UG
Major: BBA Tourism

Time : 3 Hours
Max. Marks : 100

18BTOC16 Front Office and House Keeping Management

Part – A **10 × 1 = 10**
Choose the correct Answer

1. ___ is a vital and fundamental part of tourism industry
 - a. Accommodation
 - b. Cinema Theatres
 - c. Hospital
 - d. Textile shops
2. Mention the name in which the hotel were called in Europe during ancient period
 - a. Taveren
 - b. Dharma sala
 - c. Viharas
 - d. Coffee shop
3. ___ are located on the surface of the water
 - a. Downtown Hotel
 - b. Motel
 - c. Boatel
 - d. Apartotel
4. The _____ hotels that were known as Statlers.
 - a. The chain of hotels
 - b. Airport Hotel
 - c. Motel
 - d. Resort Hotel
5. The Hotel which is situated on the highway is referred to as
 - a. Downtown Hotel
 - b. Motel
 - c. Boatel
 - d. Apartotel
6. One of the major revenue center for a hotel is from
 - a. Guest telephones
 - b. Guest laundry
 - c. Recreational facilities
 - d. Rooms division
7. The following names refer to the types of room, EXCEPT
 - a. King
 - b. Queen
 - c. Soldier
 - d. Twin/Single
8. The rate quoted for room charges only is known as
 - a. European Plan
 - b. Continental plan
 - c. Modified American Plan
 - d. American Plan
9. Ashoka Hotel was constructed in
 - a. 1956
 - b. 1958
 - c. 1960
 - d. 1962
10. Which is the following section NOT under front office department?
 - a. Reception
 - b. Cashiering
 - c. Laundry
 - d. Concierge

Part B

5 x 6 = 30

Answer ALL questions

Each answer should not exceed 400 words or two pages

11. a. Development and growth of hotel industry in India. Explain.
(or)
11. b. What are the characteristic of Hospitality sector?
12. a. Describe the duties and responsibilities of Front Office Cashier.
(or)
12. b. Write a note on reception procedure.
13. a. Explain the various types of Rooms.
(or)
13. b. What is the role of an Executive Housekeeper in a hotel?
14. a. Give an account on different cleaning areas in Hotels.
(or)
14. b. Describe the various modes of reservation.
15. a. Trace the importance of In-house laundry.
(or)
15. b. Explain the emerging trends in accommodation sector.

Part C

5 x 12 = 60

Answer ALL questions

Each answer should not exceed 800 words or four pages

16. a. Give an account on the history of hotels.
(or)
16. b. Describe the origin and development of Hotel Industry.
17. a. Discuss the different sections of Front Office department.
(or)
17. b. Explain the procedure of Night Auditing of Front Office Accounting.
18. a. Enumerate the functions of housekeeping department.
(or)
18. b. What are the components of Housekeeping Department?
19. a. Enlist and explain various registers to be maintained at housekeeping department.
(or)
19. b. Discuss on Pest control.
20. a. Discuss on Green Hospitality.
(or)
20. b. Explain Horticulture.
