

**Avinashilingam Institute for Home Science and Higher Education for Women  
Coimbatore -641 043**

**Master's Degree Examination – November 2017  
III Semester**

**Class : PG**  
**Major : Food Service Management and Dietetics**

**Time: 3 hours**  
**Max. Marks: 60**

**12 MFDC14 Front Office Management and Accommodation**

**Part A**

**10 x 1/2 = 5**

**Choose the correct answer**

1. Detailed list of formal education, general knowledge needed for a receptionist is called
  - a. Job analysis
  - b. Job specification
  - c. Job list
  - d. Work schedule
2. The assessment of job performed is known as
  - a. Job appraisal
  - b. Performance standards
  - c. Job list
  - d. Duty
3. The important duty of a front office is
  - a. Reception
  - b. Registration
  - c. Both
  - d. None of the above
4. Guests who manage to check out of the hotel without intentions of paying the bills are called as
  - a. Sleepers
  - b. Laggards
  - c. Sleep out
  - d. Skippers
5. A rate agreed upon by a travel agent and the hotel for all individual room reservation is called as
  - a. Day rate
  - b. Commercial rate
  - c. Package rate
  - d. Crew rate
6. CRS
  - a. Center for Research Service
  - b. Central Revenue System
  - c. Central Reservation System
  - d. Center for Reservation Service
7. A future projection of estimated business is known as
  - a. Forecasting
  - b. Business & Estimate
  - c. Planning
  - d. Implementing
8. A special attention guest
  - a. SPG
  - b. SPAG
  - c. SPAT
  - d. SPATT
9. The difference between total payments and total charges to an account is called as
  - a. Accounts receivable
  - b. Account balance
  - c. Account allowance
  - d. Accounts.
10. An area of hotel which normally does not come in contact with the guest (housekeeping, security, etc.)
  - a. Revenue centre
  - b. Non-Revenue centre
  - c. Housekeeping centre
  - d. None.

**Part B**

**Answer ALL questions**

**5 x 4 = 20**

**Each answer should not exceed 200 words or one page**

11. a. Write on classification of hotels  
(Or)  
11. b. Discuss the etiquettes necessary for a receptionist in a hotel
12. a. What are the factors to be considered while fixing room tariff?  
(Or)  
12. b. Briefly explain about room tariff card.
13. a. Give an account of group reservation  
(Or)  
13. b. Write short note on check-out procedures.
14. a. Give an account on cleaning agents.  
(Or)  
14. b. Write basic principles & procedures of room cleaning.
15. a. Give an account of various types of reports in front office.  
(Or)  
15. b. Briefly explain about account balance.

**Part C**

**Answer ALL questions**

**5 x 7 = 35**

**Each answer should not exceed 600 words or three pages**

- 16.a. Describe the importance and functions of front office.  
(Or)  
16.b. Elaborate your answer on the importance of efficient front desk and house keeping
- 17.a. Explain the different types of rooms and rates in a hotel.  
(Or)  
17.b. Discuss in detail on front office equipments.
- 18.a. Explain the various modes and channels of reservations.  
(Or)  
18.b. Explain the procedure of departure and settlement of guest bill.
- 19.a. Discuss in detail on cleaning equipments  
(Or)  
19.b. Elaborate on types storages and control of linen in hotel industry.
- 20.a. Write on front office accounting in detail.  
(Or)  
20.b. Discuss electronic point of sales in a 5 star hotel.  
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