

QP Code: D 123431		Total Pages: 1	Name:
			Register No.
SECOND SEMESTER (CUFYUGP) DEGREE EXAMINATION, APRIL 2025			
B.Com			
COM2VN 102- Front Office Management			
2024 Admission onwards			
Maximum Time :2 Hours			Maximum Marks :70
Section A			
All Questions can be answered. Each Question carries 3 marks(Ceiling : 24 Marks)			
1	Discuss the organizational structure of the Front Office staff.		
2	What is the role of a Door Attendant in Front Office operations?		
3	What are the duties of a Bell Boy in hotel operations ?		
4	What are the advantages of overbooking for hotels?		
5	Discuss the various modes of making a hotel reservation.		
6	Discuss the procedures followed during guest departure		
7	What is the significance of the C Form in hotel registration?		
8	How do hotels verify a guest's passport and visa during registration?		
9	How do hotels manage key/card return during check-out?		
10	Why is guest identification necessary at the time of check-out?		
Section B			
All Questions can be answered. Each Question carries 6 marks(Ceiling : 36 Marks)			
11	What are the major functional areas of the Front Office?		
12	What are the essential steps in the arrival stage of the guest cycle?		
13	What details are included in a Guest Registration Record?		
14	Differentiate between manual and semi-automated check-in procedures.		
15	What are the key check-in procedures for guests with confirmed reservations?		
16	How do hotels manage baggage handling during check-out?		
17	What are the benefits of express check-out ?		
18	Explain the importance of collecting guest feedback at check-out		
Section C			
Answer any ONE .Each Question carries 10 marks(1x10=10 Marks)			
19	Describe the qualities and attributes of front office personnel		
20	Discuss the challenges faced by Front Office staff in handling reservations and suggest solutions.		