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# DIPLOMA / CRAFT PROGRAMME EXAMINATION, 2007

**( FRONT OFFICE MANAGEMENT )**

( PAPER - I )

## 110. FRONT OFFICE AND ITS PROCEDURES

May ] [ Time : 3 Hours

Maximum : 100 Marks

*Answer any FIVE questions.*
*All questions carry equal marks.*
(5 × 20 = 100)

1. (a) Write about the history of hotels and its growth. (10)

   (b) Classify hotels with examples. (10)

2. (a) Write about different types of accommodations. (10)

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(b) Write about room rates. How it is planed? Give examples. (10)

3. (a) Explain the function of front office. (10)

(b) Write duties and responsibilities of front office manager. (10)

4. (a) Explain different types of reservation and mode of communication done in front office. (10)

(b) Explain attributes of front office staff. (10)

5. (a) Classify travellers according to their motive. (10)

(b) Write about credit cards. How is it helpful to the travellers? - Explain. (10)

6. (a) Explain the equipments used in front office. (10)

(b) Write about reservation and cancellation procedure. (10)

7. (a) Explain the key control system with different types of key handling. (10)



(b) Explain the procedure for V.I.P. check - in and check - out. (10)

8. (a) How will you handle

(i) Travel voucher?

(ii) Credit card for settlements bills for accommodation? (10)

(OR)

(b) Write notes on:

Scanty walk in, early check in baggage. (10)

9. (a) Explain about C form procedure and arrival register. (10)

(b) Explain the various terms:

DNT, SO, OOO, U/R, S/B. (10)

10. (a) Write about single occupancy and double occupancy, percentage of no shows. (10)

(b) Write about billing machine and types of folio followed in front office. (10)

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