**BBA (TOURISM MANAGEMENT)**

**Semester V**

**BM 1561.4 FRONT OFFICE MANAGEMENT**

**Section A. One or Two Sentence Questions (1 Mark)**

1. What is botels?
2. What is over booking?
3. What is A.P?
4. Define Motels?
5. What is HRD?
6. What is meant by Guest House?
7. What is M.A.P
8. What is check-out in hotel?
9. What is Front Office?
10. Define Yield management?
11. Expand the PMS system in hotel?
12. What is the full form of MAP in meal plans?
13. Define a walk-in guest.
14. What is a hotel rack rate?
15. Name one factor influencing room tariff.
16. What does ADR stand for?
17. What is the primary role of a night auditor?
18. Give an example of a guaranteed reservation.
19. What is a C Form?
20. What is meant by “scanty baggage”?
21. Which system uses physical cards to manage reservations?

**Section B. One Paragraph Questions (2 Marks)**

1. What is a no-show guest?
2. What are the features of Hospitality Management?
3. Explain the different seasons of Tourism?
4. Explain the Front office?
5. Write the note on different types of reservations?
6. What is crib rate?
7. what are the primary accommodations?
8. What are the examples of Secondary accommodations.
9. What is tariff?
10. What is caravans’ tourism?
11. What is mean by hotel?
12. Expand the OOO?
13. What are the major types of Rooms?
14. What is mean by rack rate?
15. What is a tentative reservation?
16. Briefly explain “bulk buying rates.”
17. What is yield management in the hotel industry?
18. Write a short note on the Whitney system.
19. List two sources of hotel reservations.
20. Explain the term “guest cycle.”

**Section C. Short Answer Questions (4 Marks)**

1. What are the various elements of Yield Managements?
2. What are the functions of Housekeeping Department?
3. Explain the stages of Guest Life Cycle?
4. What are the different qualities needed for front office staff?
5. Explain the various reservation systems?
6. Explain the front office management and expand the structures?
7. Explain the check-out formalities in hotel?
8. What is mean by the CRS in hotel?
9. Explain the major (Menu) meal plans?
10. What re the major tariff plans in hotel industry?
11. Explain the organizational structure of the front office department.
12. Describe the different types of room rates in a hotel.
13. Write a brief note on the functions of the front office.
14. Explain any three room rate fixation methods.
15. Describe the pre-arrival and arrival stages of the guest cycle.

**Section D. Essay Questions (15 Marks)**

1. Explain the details about functions and structure of front office department in hotel?
2. Discuss the check-out and check-in procedures of hotel?
3. Discuss in detail about different sectors of hospitality industry?
4. Elaborate on the various types of reservations in hotel?
5. Explain in detail the layout, functions, and responsibilities of the front office department.
6. Describe the guest cycle with suitable examples for each stage.
7. Write an essay on the types of room tariffs and the factors influencing them.
8. Explain the room rate fixation methods with examples and formulae.
9. Discuss the different types, modes, and systems of hotel reservations.
10. Elaborate on the procedures for check-in and check-out of individual and group guests.