Dr. Babasaheb Ambedkar Open University
Term End Examination July-2016

Course	**: BBAHT**	**Max.Marks : 70**
Subject Code	**: BBAHT-106**	**Duration : 03 hours**
Subject Name	**: Introduction to Front Office Management**	**Date :**
		Time :

SAMPLE QUESTION PAPER

Section A

Answer the following (any three) **(30)**

1. What is PMS? List the basic requirement of various departments from PMS module and What are the various other factors that are needed to be considered before installing a PMS module in a hotel?
2. What is Public Relations? List the different public relation techniques used in hospitality industry.
3. What is Night Auditing broadly explain the functions of Night Auditor.
4. Discuss the importance of budgeting and how forecasting influences the performance of hotel.
5. Narrate the importance of Communication in Front Office? How does Log Book plays a role in Communications.

Section B

Answer the following (any four) **(20)**

1. List the different types of flow of communication and explain any one.
2. How mails are handled? And also Give the format of a mail/parcel register.
3. Write a short note on Scanty Baggage.
4. What do you mean by Publicity?
5. How is Public Relations important in Hotel Industry?
6. Differentiate Group and a Crew.

Section C

A. MCQ (2x5) **(10)**

1) Which of the following activities occur during the arrival stage of the guest cycle?

A. Creating a group block
B. Identifying method of payment
C. Posting guestroom charges
D. Settling guest accounts

2) Which of the following do front desk agents use to track maintenance problems reported by guests to staff?

A. Repair orders
B. Room inventories
C. The front desk information directory
D. The front office transaction file

3) Which of the following activities occurs before the guest arrives at the hotel?

A. registration
B. account posting
C. preregistration
D. check-in

4) Which of the following is a primary front office concern during the occupancy stage of the guest cycle?

A. Security
B. Accoutn Settlement
C. Room Assignment
D. Coordinating guest services

5) Match the activity with the stage in the guest cycle Pre-arrival

A. Create a registration record
B. Create a guest history file
C. Create a guest folio
D. Monitor the house limit

B. Do as Directed (2x5) **(10)**

Define the following:

1. Crib.

2. Sleep-out.

3. Skipper.

4. PIA.

5. Complimentary.

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