

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2026

Course	: BBAATR	Date	: 01-March-26
Subject Code	: BBAATR-105	Time	: 11:30am to 01:45pm
Subject Name	: Front Office Management	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Classify hotels in detail.
2. What is the role of total quality management in effective communication?
3. Write a note on room's reservation.
4. Explain various management functions.
5. Write the Essentials of effective letter/email.

Section B

Answer the following (Attempt any four) (20)

1. Write various front office functions.
2. Write a brief note on check-in procedures.
3. Explain functions of night audit.
4. Describe individual modules of the PMS.
5. Explain delivering services during guest visits.
6. State and explain types of guest complaint.

Section C

Part – A (Multiple Choice Questions) (10)

1. _____ is a process that censoriously examines a program. It involves collecting and analysing information about a program's happenings, characteristics, and results
A Staffing B Directing
C Coordinating D Evaluating
2. _____ is done to check whether we have achieved our set goals efficiently.
A Goal setting B Evaluation
C Recruiting D Budgeting
3. The primary function of night auditor is of accounts receivable for the day.
A closing B auditing
C opening D all the above
4. Necessitate effective communication includes _____
A Decision making B Delegating the authority
C Job satisfaction D All of these

- 5 The guest mail can be classified into _____
A Mail for in-house guests B Guests expected on that day
C Guest who have already checked out D All of these
- 6 Occasionally, authorised members of the food and beverage department ask the front office for cash, in the form of a _____ -
A Cash B Credit purchase
C Charge purchase D Paid out
- 7 The front office takes care of _____ types of accounts
A two B three
C four D five
- 8 Types of Vouchers includes _____
A Cash Receipt Voucher B Travel Agent Voucher
C Guest Allowance Voucher D All of these
- 9 _____ Contains details of all transactions between guest and hotel, charges and payments that are received from the guest
A Guest Ledger B City Ledger
C Both and b D None of these
- 10 The request for check-out from the guest may land at _____
A Bell Desk B Reception Desk
C Information Desk D All the above

Part – B (Do as Directed)

(10)

- 1 What is Franchising?
2 What do you mean by Chain Hotel?
3 What is Referral Group?
4 Who is Auditor?
5 What is Marketing?
6 What is PABX System?
7 Define Guest cycle.
8 What is Reservation Record?
9 What is Form F?
10 What is Trial Balance?
