

QP Code: D142231		Total Page: 01	Name:
		Register No.	
SECOND SEMESTER (CUFYUGP) DEGREE EXAMINATION, APRIL 2026			
ACCOUNTING AND FINANCE			
COM2VN102/COP2VN102 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	Why is the front office important in hotel operations?		
2	What is the reservation section?		
3	Who is a receptionist?		
4	What is the guest cycle?		
5	What is the arrival stage?		
6	What is overbooking?		
7	What is guest registration?		
8	What is Form F in hotels?		
9	What is guest check-out?		
10	What is a guest folio?		
Section B			
All Questions can be answered. Each Question carries 6 marks (Ceiling: 36 Marks)			
11	Explain the important sections of front office.		
12	Discuss duties of reservation assistant.		
13	Describe about the qualities to be possessed by front office personnel.		
14	Explain pre-arrival stage.		
15	Discuss departure stage.		
16	Explain types of reservations.		
17	Describe about pre-registration activities.		
18	Explain the methods of collecting guest feedback.		
Section C			
Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)			
19	Explain in detail the check-in procedures for different types of guests.		
20	Explain the guest check-out procedure in detail including normal, express and self-check-out.		

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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.		