

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT**

**Term-End Examination**

**December, 2017**

**MHY-006 : FRONT OFFICE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions. All questions carry equal marks.*

1. Explain check in & check out procedures. 20
2. What is a VTL ? Draw its performa. 20
3. Explain briefly various sections of Front Office Department. 20
4. Write notes on any two of following : 10x2=20
  - (a) MIS
  - (b) Sales Mix Report
  - (c) Revenue Report.
5. What do you understand by customer satisfaction ? Discuss method to monitor & measure customer satisfaction. 20

6. Explain briefly any five of the following : 5x4=20
- (a) Passport
  - (b) Visa
  - (c) Guest Weekly Bill
  - (d) VPO
  - (e) Allowances
  - (f) Bills Receivable
  - (g) Guest Safety System.
7. Calculate and justify staff requirement for the 20  
Front office deptt. of a medium sized hotel.
8. Explain interaction between House Keeping and 20  
Front Office Deptt. for smooth day to day  
operations in a Hotel. What is discrepancy  
Report ?
9. Explain role of Front Office personnel in 20  
maximising occupancy of a hotel.
10. Explain any four of following : 5x4=20
- (a) Guest History
  - (b) Over Booking
  - (c) Suggestive Selling
  - (d) Duty Rota
  - (e) Types of Visa
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