

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

00044

Term-End Examination

June, 2014

MHY-006 : FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. Explain Visitors Tabular Ledger (VTL) along with its format. Differentiate between VTL and Guest monthly bill. 20

2. Differentiate between : 10+10
 - (a) Allowance and VPO
 - (b) Passport and Visa

3. Discuss the role of communication in the following situations : 10+10
 - (a) Handling guest complaints
 - (b) Improving guest relations

4. Discuss the staff request of front office department for a 60 room hotel. 20

5. Discuss the role of the following in front office department : 10+10
 - (a) Training and Development
 - (b) Supervision

6. What is MIS ? Discuss the various softwares used in a hotel. 20
7. Explain Business related Marketing Techniques and applications of various sales tools. 20
8. Explain briefly (**any four**): 4x5=20
- (a) Over booking
 - (b) Return Reservation
 - (c) Repeat Guests
 - (d) Guest History
 - (e) Concierge
9. What are the various techniques and tools used in a hotel to measure guest satisfaction ? 20
10. Explain : 10+10
- (a) Health Regulations for Hotel Staff in India.
 - (b) Fire Safety Norms for Hotels.
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