

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT (MBAIHM)**

**Term-End Examination**

00524

**June, 2019**

**MHY-006 : FRONT OFFICE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Discuss in detail, the laws relating to guest safety issues applicable in hotels. 20
2. Explain in detail, the management information systems used in Front Office. 20
3. Define Passport and Visa. Explain their different types. 20
4. Explain the importance of training and supervision in efficient functioning of the Front Office Department. 20
5. What are the various reports prepared in the Rooms Division of hotels ? Why are they important ? 20

6. Discuss the role of Front Office Personnel in maximizing occupancy. 20
7. Explain five gap model of service quality with example. 20
8. How are customer complaints handled ? Explain in detail with examples. 20
9. Write notes on any **two** of the following :  $2 \times 10 = 20$
- (a) Check In Procedure
  - (b) Check Out Procedure
  - (c) Suggestive Selling
10. Explain health and economic regulations related to travel industry. 20
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