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Paper Code :DMS-234
Roll No.

MBA-14 (Hotel & Tourism)
2nd Year Examination, Academic Batch 2016-17
Advance Front Office

Time : 3 Hours]

[Max. Marks : 100

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

- Q.1. State the importance of organization in a hotel operation.
- Q.2. Give the important departments of hotels operations.
- Q.3. Which are the functional areas within the Front Office department?
- Q.4. Give the advantages of the various front office systems.
- Q.5. What can be the reasons for guests to be refused accommodation? How can the situation be handled.
- Q.6. Highlight on the topic Yield Management. What are the advantages of Yield Management to the F.O.M.?
- Q.7. What is the importance of reservations to hotels?
- Q.8. How the Hotels is classified on Level of services and Size?