

**M.A. DEGREE EXAMINATION —
DECEMBER, 2018.**

First Year

Tourism and Travel Studies

FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum marks : 75

PART A — ($3 \times 5 = 15$ marks)

Answer any THREE questions.

All questions carry equal marks.

1. Account posting Machine.
2. The Reservation Record.
3. Cancellation Number.
4. Process of Registration.
5. Transactions record.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

6. How are the transactions recorded in an account?
 7. Explain about the Telecommunications equipment.
 8. Identify the functions of common front office forms and equipment.
 9. Describe the process for taking Group Reservations.
 10. Discuss the function of Registration Record and Registration Cards.
 11. Explain the features of Hotel Property Management System.
 12. Identify the tool managers use to track and control Reservations availability.
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