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Register Number:

Name of the Candidate:

B.B.A. DEGREE EXAMINATION December 2014
(AVIATION, TOURISM & HOSPITALITY MANAGEMENT)

(THIRD YEAR)

(PART-III)

330: FRONT OFFICE AND HOUSE KEEPING

Time: Three hours

Maximum: 100 marks

SECTION-A

Answer ALL questions

(10 × 2 = 20)

1. Define the following:
 - a) Breakfast knob cards
 - b) EPABX operator
 - c) Queen size bed
 - d) American plan
 - e) Motels
 - f) Concierge
 - g) Rack rate
 - h) Bill-to-account
 - i) Walk in
 - j) Errand card

SECTION-B

Answer any FOUR questions

(4 × 10 = 40)

2. Write a note on housekeeping department.
3. Give the functions of travel desk executive.
4. Write a note on pest control.
5. Describe the functions of a receptionist

6. Give an account on different cleaning equipments.
7. Discuss about room discrepancy report.

SECTION-C

Answer any TWO questions

(2 × 20 = 40)

8. Enlist and explain about various registers to be maintained in House Keeping department.
9. Write a detailed note on front office operations.
10. Explain the different types of rooms in hotel.
11. Discuss the activities of linen room.
