

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

School of Hospitality**Bachelor of Business Administration in Tourism and Travel
Semester End Examination - Jun 2024****Duration : 180 Minutes
Max Marks : 100****Sem IV - I1UA403T - Hotel Management-II**General Instructions*Answer to the specific question asked**Draw neat, labelled diagrams wherever necessary**Approved data hand books are allowed subject to verification by the Invigilator*

- 1) What is the organization of the front office in a hotel? K1 (2)
- 2) Discuss the importance of maintaining registration records in the front office. K2 (4)
- 3) Describe the check-out process and settlement procedures in a hotel. K2 (6)
- 4) What are some common guest complaints encountered in the hospitality industry, and how should they be addressed by hotel staff? K3 (9)
- 5) Explain how hotels can foster positive guest relations through personalized services. K3 (9)
- 6) Can you explain the check-out process and settlement procedures typically followed in hotels? K5 (10)
- 7) Discuss how Revenue Management principles are applied in planning and managing special events hosted by hotels. K4 (12)
- 8) How does effective communication between the housekeeping department and the sales and marketing department benefit the hotel? K5 (15)
- 9) What role does the housekeeping department play in supporting the food and beverage department? K5 (15)
- 10) Organization chart of the housekeeping department for small, medium, and large size hotels, detailing responsibilities, and traits and duties of housekeeping staff. K6 (18)