

**S.NO:22N1-BBEC1**

**Course Code: ECA1**

**A.D.M.COLLEGE FOR WOMEN, NAGAPATTINAM**

**(AUTONOMOUS)**

**UG Degree Examination – Extra Credit Course I**

**I Semester – November – 2022**

**EC I – FRONT OFFICE MANAGEMENT**

**Time: 3 hours**

**Maximum Marks: 100**

**Section –A**

**10X2=20**

Answer **ALL** the Questions

1. State the meaning of front office management.
2. What is meant by pre-arrival?
3. State the two benefits of communication cycle.
4. Define grapevine communication.
5. Who is called as administrator?
6. State the meaning of front office operation.
7. What is a Reception?
8. What is meant by technological environment?
9. Tell the meaning of night audit.
10. What are the two basic response of front office audit?

**Section –B**

**5X6=30**

Answer **ALL** the Questions

11. a) Analyze the nature of front office management.

**(or)**

b) Explain the importance of front office management.

12. a) Explain the responsibilities of front office managers.

**(or)**

b) List out the advantages of front office communication.

13. a) Explain the importance of front office operations.

**(or)**

b) Analyze the basic functions of front office operations.

14. a) Explain the working environment of front office.

**(or)**

b) List out the benefits of front office organisation.

15. a) Explain the features of front office audit.

**(or)**

b) Analyze the verification process of audit.

**Section -C**

**5 X 10 = 50**

Answer any **FIVE** Questions

16. Explain the functions of front office management.
17. Elaborate the functions of inter departmental communication.
18. Explain the security functions of front office management.
19. Analyze the hierarchy channels of front office management.
20. Expand the operation assignments of front office operations.
21. Analyze the factors affecting front office management.
22. Elaborate the audit process of front office management.
23. Analyze the night audit reports of front office management.

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