

Seat No:

[0607]/PGE235B/2026/MSCHS\_SEM3

SYMSCHS (Third Semester) Examination, 2026  
PGE235B - SPECIALIZATION FRONT OFFICE III  
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- |  |       |
|--|-------|
| A) Upselling   | [ 1 ] |
| B) Online reputation   | [ 1 ] |
| C) IoT   | [ 1 ] |
| D) Access Control  | [ 1 ] |
| E) Interviewing  | [ 1 ] |
| Q2. Discuss day to day challenges faced at the Front desk with suitable example. | [ 5 ] |
| Q3. How is technology used as luxury in modern hotels?                           | [ 5 ] |
| Q4. Explain the role of Front Office during emergencies.                         | [ 5 ] |
| Q5. Difference between internal and external recruiting.                         | [ 5 ] |
| Q6. Write a note on cross training and its benefits.                             | [ 5 ] |
| Q7. What are the financial concerns of the front office department?              | [ 5 ] |

\*\*\*\*\*