

Q.24 Explain the organizational structure of front office department in five star hotels.

Q.25 Classify hotels on the basis of clientele and management.

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**1st Sem / Hotel Management & Catering Technology**

**Subject : Front Office Operations - I**

Time : 3 Hrs.

M.M. : 60

**SECTION-A**

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

Q.1 Motels are located on\_\_\_\_\_

- a) Highways                      b) Roadways
- c) Sea sided                      d) None of these

Q.2 Which of the following is NOT a service in the hospitality industry?

- a) Hotels                      b) Flights
- c) Restaurants                      d) Grocery stores

Q.3 This Department is responsible for the cleanliness and aesthetic standard of the hotel

- a) Food production                      b) Security
- c) Housekeeping                      d) None of these

Q.4 \_\_\_\_\_ Room has one single bed for single occupancy

- a) Single Room                      b) Double Room  
c) Twin Room                        d) Cabana Room

Q.5 Which of the below is NOT a sub department / section of Front office

- a) Room Service                    b) Reservation  
c) Bell Desk                         d) Cashier

Q.6 A published / printed room rate of a hotel is called as \_\_\_\_\_.

- a) Rack Rate                        b) Residential Hotel  
c) Group Rate                       d) Family Rate

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

Q.7 Define term hospitality.

Q.8 Concierge is responsible for \_\_\_\_\_

Q.9 FHRAI means \_\_\_\_\_

Q.10 Room with kitchen facilities is known as \_\_\_\_\_

Q.11 Standard check-out time in hotels is?

Q.12 OOO means \_\_\_\_\_

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### SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

Q.13 Discuss various types of tourism.

Q.14 Write note on growth of Oberoi group of hotels in India.

Q.15 What is the role of reservationist in five star hotels?

Q.16 What are the duties of lobby manager?

Q.17 Discuss hospitality industry and its various sectors.

Q.18 Discuss star classification of hotels in India.

Q.19 Give the features of any two types of rooms.

Q.20 Describe the duty of front office department at departure stage of guest cycle.

Q.21 Discuss the role of stores department in front office operations.

Q.22 What is the relation of front office department and food and beverage service department.

### SECTION-D

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

Q.23 Give the functions of various operational departments in hotels.

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