

SECTION-D

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

Q.23 Write the coordination between front office with the following department:

- i) F & B service ii) House-keeping

Q.24 Briefly explain the major Hotel chains in India.

Q.25 Explain the process of Guest Cycle with diagram.

No. of Printed Pages : 4

Roll No.

223915

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 Which of the below is not a sub department / section of Front office?

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

Q.2 _____ room comprises more than one bed room

- a) Suite b) Single
- c) Double d) Twin

Q.3 Form is Mandatory for _____ guest

- a) Local b) National
- c) Foreigner d) All of the above

Q.4 Guest Cycle has _____ no. of stages

- a) 4 b) 5
- c) 6 d) 7

Q.5 SB Stands for _____

- a) Scanty Baggage b) Scan Bag
- c) Security Bag d) None of the above

Q.6 Two single beds joined together and sharing a common headboard is called as

- a) Twin b) Hollywood Twin
- c) Double d) Quad

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(6 \times 1 = 6)$

Q.7 Define Motel.

Q.8 What is Lanai?

Q.9 What do you mean by Concierge?

Q.10 Define travel desk in hotel.

Q.11 What is Condominium?

Q.12 What is full board?

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. $(8 \times 4 = 32)$

Q.13 Explain the arrival procedure for a guest with guaranteed reservation.

Q.14 Explain the rules of the house to be followed by the staff at the front office.

Q.15 Draw the layout front office department.

Q.16 Explain the activities carried out at cashier's desk during guest checkout.

Q.17 What are services offered at bell desk?

Q.18 List down any *five* duties of a receptionist.

Q.19 Classify hotels based on Location and Size.

Q.20 List and explain any four types of Rooms.

Q.21 Write the characteristics of hospitality industry.

Q.22 What do you mean by Ecotels?

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