

- Q.18 What information is typically collected during the check-in process?
- Q.19 Explain the function and need of guest cycle.
- Q.20 What are the various modes of reservation?
- Q.21 What are the main front office operations that can be managed through the software?
- Q.22 What is the primary function of the Reception Desk in a hotel?
- Q.23 What are the duties and responsibilities of the Reservation Manager?
- Q.24 How does the Front Office Department contribute to the overall success of a hotel?

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)
- Q.25 What is the guest cycle? How many stages are in the guest cycle, and what happens during each stage?
- Q.26 Draw the organization structure of front office department in a large hotel and explain the duties and responsibilities of Assistant Front Office Manager?
- Q.27 What is hotel reservation? Note down the different channels & sources of reservation.

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Roll No.

DHM 01004

Branch : Hotel Management
Subject:- Front Office Operations-I

Time : 3Hrs.

M.M. : 70

SECTION-A

Note: Multiple choice questions. All questions are compulsory (7x1=7)

- Q.1 What are the duties and responsibilities of Reservation Manager?
- Managing the reception desk
 - Managing the bell desk
 - Managing the room inventory and rates, ensuring optimal revenue management
 - Managing the house keeping operations
- Q.2 What is the Concierge Desk in a hotel?
- The section responsible for managing the hotel's financial transactions
 - The section responsible for managing the hotel's housekeeping operations
 - The section responsible for guest services and providing local information and recommendations
 - The section responsible for managing back-end hotel operations
- Q.3 Which of the following is not a types of hotel reservation?

- a) Tentative Reservation
 - b) Confirmed Reservation
 - c) Guaranteed Reservation
 - d) Fixed Reservation

Q.4 Which mode of hotel reservation is typically used by travel agents and corporate clients?

 - a) Online
 - b) Telephone
 - c) Fax
 - d) Email

Q.5 Which stage of the Guest Cycle is the longest?

 - a) Pre-arrival
 - b) Arrival
 - c) Stay
 - d) Departure

Q.6 What are the activities performed after departure in the reception area of a hotel?

 - a) Checking the room for damages and restocking supplies
 - b) Processing payment and confirming the reservation
 - c) Collecting feedback and ensuring guest satisfaction
 - d) Providing concierge services and arranging activities for the guest

Q.7 Which of the following is a benefit of using a Hotel Management Software in the Front Office Department?

 - a) Reduced guest satisfaction due to automation
 - b) Increased workload for staff
 - c) Improved efficiency and accuracy of operations
 - d) Higher costs for the hotel

SECTION-B

Note: Objective type questions. All questions are compulsory. (7x1=7)

- Q.08 _____ section is responsible for handling advance booking of the guestrooms.

Q.09 The primary responsibility of a bellboy in a hotel is to assist guests with their _____

Q.10 The manual method of making a reservation involves filling out a reservation slip or form (T/F)

Q.11 A _____ reservation is a booking that is not yet confirmed and may be subject to cancellation.

Q.12 During the _____ stage of the guest cycle, the guest uses the hotel's facilities and services.

Q.13 The term "no-show" refers to a guest who has made a reservation but does not arrive at the hotel (T/F)

Q.14 Walk-in means a guest who arrives at the hotel with a reservation. (T/F)

SECTION-C

Note: Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)

- Q.15 What is the role of the cashier section in the Front Office Department?
 - Q.16 What are the benefits of using a fully automatic reservation system in a hotel?
 - Q.17 Differentiate between tentative and confirmed reservation.