3rd Sem. / Hotel Management

Subject : Front Office Operation - II

Time : 3 Hrs.   M.M. : 70

SECTION-A

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

Q.1   The copy of C form is sent to

a)   GM office

b)   Security office

c)   FRRO

d)   Municipal Corporation

Q.2   A guest is escorted to his room by

a)   Valet   b)   Concierge

c)   Bell boy   d)   Doorman

Q.3   A report that notes variance between FO and HK room status is called

a)   Discrepance report

b)   Room status report

c)   Room occupancy report

d)   Vacant room report

Q.19   Explain the procedure of rooming the guest.

Q.20   Explain the checkout process.

Q.21   What do you understand by guest registration ? Explain the various system of registration.

Q.22   Explain the left luggage procedure

Q.23   Explain the Whitney system of reservation

Q.24   Explain how as a Front Office Manager will you handle the following situations-

a)   Drunken guest in the lobby

b)   Theft in a guest room

c)   Death of a guest in a hotel room.

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions.   (2x10=20)

Q.25   Explain in detail the different phases of the guest cycle.

Q.26   What is the role and functions of Bell desk in Front Office.

Q.27   Explain in detail the procedure of check in of a foreign guest. What are the different types of forms that need to be filled?

Q.4 GRC stands for

a) Guest reservation card

b) Guest registration card

c) Group reservation card

d) Group registration card

Q.5 A SPATT guest is a

a) VIP guest

b) Company guest

c) Walk in Guest

d) Physically challenged guest

Q.6 Which of the following is not a function of Bell Desk

a) Luggage handling

b) Mail and message handling

c) Registration of guests

d) Collecting of room keys at the time of guest departure

Q.7 The telephone must be answered after how many rings

a) 2   b) 3

c) 1   d) 4

SECTION-B

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

Q.8 Demi pension and en -pension

Q.9 Overstay and understay

Q.10 Gauranteed and Non Gauranteed reservation

Q.11 GIT and FIT

Q.12 Automatic and Semi-automatic system of reservation

Q.13 Self -checkout and Express checkout

Q.14 CRS and GDS

SECTION-C

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

Q.15 Give reasons when a hotel denies a room reservation to a person.

Q.16 What are the benefits of maintaining Guest History Cards?

Q.17 Explain the procedure for handling guest mails

a) Reservation Form

b) C Form

Q.18 Explain the DO's and DONT's to be followed while handling guest complaints