

No. of Printed Pages : 4  
Roll No.....

223915

**Sem. 1 Batch 22**  
**Diploma in Hotel Management & Catering Technology**  
**Sub : Front office operations-1**  
**Time : 3 Hrs. M.M. : 60**

**SECTION-A**

**Note:** Multiple Choice Questions. All Questions are compulsory. (6x1=6)

- Q.1 What of the following is not a types of room?  
a) Cabana                      b) Lanai  
c) Cloak room                d) Adjacent room
- Q.2 What of the following is not a section of front office department?  
a) Reservation                b) Registration  
c) Business center            d) Maintenance
- Q.3 Lanai is a  
a) Room near swimming pool  
b) Expensive room  
c) Room with beautiful view  
d) Suite room
- Q.4 Cabana room is a  
a) Room near swimming pool  
b) Expensive room  
c) Suite room  
d) Room with beautiful view

- Q.5 Which among the following is a hotel chain?  
 a) Taj                                      b) Oberoi  
 c) Ashoka                                      d) All of the above
- Q.6 Which of the following is not function of Front office?  
 a) Repair                                      b) Reservation  
 c) Registration                                      d) Reception

### Section-B

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

- Q.7 Parlor is a room for \_\_\_\_\_.  
 Q.8 \_\_\_\_\_ is room with two single beds.  
 Q.9 A bell boy reports to \_\_\_\_\_.  
 Q.10 Quad is a \_\_\_\_\_.  
 Q.11 The size of king-size bed is \_\_\_\_\_.  
 Q.12 The room near swimming pool is called \_\_\_\_\_.

### Section-C

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

- Q.13 What are the functions of bell desk?  
 Q.14 Write short note of different types of rooms.  
 Q.15 Explain the coordination of front office department with Housekeeping department.

- Q.16 What are Chain hotels? Give examples.  
 Q.17 What are the different sections of front office department?  
 Q.18 Write short note on Taj Hotels.  
 Q.19 What are Time share properties?  
 Q.20 Describe Guest pre-arrival activities.  
 Q.21 Write short note on concierge.  
 Q.22 What is Guest Cycle. Explain briefly.

### Section-D

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

- Q.23 Draw and explain the organizational structure of Front office department in Detail.  
 Q.24 Explain the Duties and responsibilities of Front Office Manager.  
 Q.25 Explain the hotel ownership structure in detail.