

SECTION-D

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

- Q.23 Classify and explain the hotels on the basis of star rating system, type of clientele, size and location.
- Q.24 Explain the Duties and responsibilities of a Receptionist.
- Q.25 Write in detail about the growth and evolution of Oberoi Hotels.

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Roll No.

1st Sem. Branch: Diploma Hotel Management & Catering Technology

Sub : Front Office Operations-I

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 type of Guest room?
- a) Cabana b) Cloak room
- c) Adjacent room d) Lanai
- Q.2 What of the following is a section of front office department?
- a) Information desk b) Business center
- c) Cashiers Zone d) All of the above
- Q.3 Parlour is a
- a) A sitting room
- b) Room near swimming pool
- c) Suite room
- d) Room with beautiful view

- Q.4 Suite room is
- Room near swimming pool
 - An expensive room
 - A sitting room
 - Room with beautiful view
- Q.5 Which among the following is a hotel chain?
- Sarovar
 - Marriot
 - Ginger
 - All of the above
- Q.6 Which of the following is not function of Front office?
- Reception
 - Registration
 - Reservation
 - Repair

SECTION-B

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

- Q.7 Cabana is a room for _____.
- Q.8 _____ is room with two double beds.
- Q.9 A receptionist reports to _____.

- Q.10 Le Meridien is a _____ hotel.
- Q.11 The size of Queen-size bed is _____.
- Q.12 The room with a beautiful view is called _____.

SECTION-C

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

- Q.13 What are the functions of bell desk?
- Q.14 Write short note on Guest Registration form.
- Q.15 Explain the coordination of front office department with Kitchen department.
- Q.16 What are Franchise hotels? Give examples.
- Q.17 What are the different sections of front office department?
- Q.18 Write short note on Management contract hotels.
- Q.19 What are condominiums?
- Q.20 Describe Guest departure activities.
- Q.21 Write short note on Independent Hotels.
- Q.22 What is Guest History card. Explain briefly.