

- Q.20 Briefly explain check -in procedure for walk-in guest followed in hotel.
- Q.21 What are the dis-advantages of using Hotel Management software in a hotel.
- Q.22 List the various activities that takes place in departure stage? Briefly Explain settlement of bills.

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)
- Q.23 Define guaranteed reservation? Explain the various ways of getting guaranteed reservation in hotel.
- Q.24 Explain step by step procedure of check in of a group in a hotel.
- Q.25 List any two Hotel Management Software used in hotel and briefly explain the check-out menu of Hotel Management Software.

No. of Printed Pages : 4

Roll No.

181214

Branch : Hotel Management
Subject:- Front Office Operations (Module-I)

Time : 3Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 Who is responsible for managing bell desk in Front Office Department of a hotel?
- a) Receptionist
 - b) Bell Captain
 - c) Reservation Assistant
 - d) Bell Boy
- Q.2 Which of the following is a section of Front Office Department
- a) Reception
 - b) Reservation
 - c) Information
 - d) All of the above
- Q.3 Which of the following section of front office is primarily responsible for handling reservation query of the guest?
- a) Information
 - b) Reservation
 - c) Bell Desk
 - d) Reception

(40)

(4)

181214

(1)

181214

Q.4 Which of the following is a mode of reservation enquiry?

- a) Letter
- b) E-mail
- c) In-person
- d) All of the above

Q.5 Which of the following is a source of reservation for a hotel?

- a) Corporate Houses
- b) Government Sector
- c) Travel Agencies
- d) All of the above

Q.6 Which of the following is an departure stage activity?

- a) Pre-filling of Guest Registration Card
- b) Settlement of Bills
- c) Allotment of Room
- d) Wake -up call

SECTION-B

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

Q.07 The front office staff who transports the guest luggage at the time of check-in and check-out is known as _____

Q.08 E-mail, Letter and Fax are _____ mode of reservation enquiry.

Q.09 Form _____ is essentially filled for foreigner guest staying in hotel.

Q.10 Normally hotel provides left luggage facility to guests. (True/False)

Q.11 GRC stands for Guest Registration Card. (True/False)

Q.12 _____ is used for taking messages for guest.

SECTION-C

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

Q.13 Describe the functions of Reservation section of the front office department.

Q.14 Draw the neat format of 'Allowance Voucher'

Q.15 List major duties and responsibilities of Bell Boy.

Q.16 List the various modes of room reservation enquiry in a hotel? Briefly explain any two.

Q.17 Briefly explain

- a. Guest History Card
- b. Scanty Baggage

Q.18 Differentiate between manual and Fully automatic reservation system used in hotel.

Q.19 Write short note on 'Form-C'.