

- Q.20 Highlight the importance of delightful guest experiences for the Hotel.
- Q.21 Construct the role of reception at the different stages of guest cycle.
- Q.22 Enlist the responsibilities of Lobby Manager.

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1st Year / Hotel Management & Catering Technology

Subject:- Front office operations-I

Time : 3Hrs.

M.M. : 60

SECTION-A

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

- SECTION-D**
- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)
- Q.23 Classify the hotels on the basis of size, star, location and clientele.
- Q.24 Elaborate on the guest registration Procedure in detail.
- Q.25 Enlist and explain the various sub-sections of Front Office department.

- Q.1 _____ hotels are located at tourist destination such as hill stations, sea beaches etc.
- a) Resort
 - b) Sub-urban hotels
 - c) Motel
 - d) Airport hotels
- Q.2 Which section of the front office is responsible for guest registration activity?
- a) Reception
 - b) Concierge
 - c) Bell Desk
 - d) Telephone Operator
- Q.3 This section is responsible for taking room bookings
- a) Reception
 - b) Reservation
 - c) Bell Desk
 - d) None of these

(20)

(4)

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(1)

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Q.4 _____ room has one single bed for single occupancy

- a) Single room
- b) Double room
- c) Twin room
- d) Cabana room

Q.5 _____ room is situated in a vicinity of a swimming pool or sea beach

- a) Suite room
- b) Cabana
- c) Duplex
- d) Parlour

Q.6 Select the odd one out

- a) Global Distribution system
- b) Point of sale
- c) Centralized reservation system
- d) On-line room booking portals

SECTION-B

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

Q.7 Who are No-show Guests?

Q.8 Define Walk-ins.

Q.9 Define Hospitality Industry.

Q.10 Elaborate on scanty baggage.

Q.11 Draw the format of C-Form.

Q.12 What do you mean by Amenities?

SECTION-C

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

Q.13 Enlist the four responsibilities of Bell Desk.

Q.14 What are the qualities of Front Office staff?

Q.15 Name and explain types of reservations.

Q.16 Explain any four types of Tourism.

Q.17 Briefly elaborate on: HRACC, FHRAI, VIP, CRIB.

Q.18 Explain inter-departmental communication between front office and housekeeping.

Q.19 Draw the format of Left Luggage Register and explain its importance.