

- Q.13 What are the qualities of a good receptionist ? Explain.
- Q.14 Why is a receptionist important to an organisation ? Explain.
- Q.15 Write a detail note on role and responsibilities of a communication manager.
- Q.16 Explain in detail the procedure for message handling.
- Q.17 Write a detail note on telephone manner.
- Q.18 What do you understand by room selling? Write down various techniques of room selling.

### **SECTION-C**

**Note:**Long answer questions. Attempt any one questions out of two questions. (1x10=10)

- Q.19 Write explanatory note on the role of concierge. Also explain the importance of concierge.
- Q.20 What do you understand by bell desk? Explain the procedure of bell in detail.

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### **1st Sem / DVOC (BFSI) Subject : Front Office Operation**

Time : 2 Hrs.

M.M. : 50

### **SECTION-A**

**Note:**Very short questions. Attempt all ten questions. (10x1=10)

- Q.1 Which of the following is a primary front office concern during the occupancy stage of the guest cycle?
- a) Security
  - b) Account settlement
  - c) Room assignment
  - d) Coordinating guest services
- Q.2 During what stage in the guest cycle does a front office desk agent post late charges?
- a) Pre-arrival
  - b) Arrival
  - c) Occupancy
  - d) Departure
- Q.3 If a hotel accepts more booking than the hotel can accommodate for a particular period, it is known as :
- a) Occupation
  - b) Upselling
  - c) Overbooking
  - d) Reservations

(40)

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Q.4 What should be considered while checking for availability of room?

- a) Your personal relations with guest
- b) Guest request
- c) Behaviour of guest
- d) None of the above

Q.5 In which circumstances /situations a guest may want to change his/her room?

- a) The room assigned is not as per his/her choice
- b) The number of occupants in the room changes
- c) The equipments of facility in the room is not working satisfactorily
- d) All of these

Q.6 A guest who leaves the hotel without clearing the payment is called

- a) Skipper
- b) Visitor Paid-out
- c) sleeper
- d) Non-guest Account

Q.7 Which of the following function is carried out by night auditor?

- a) Ensure the accuracy of various accounts
- b) Reconciles all financial transaction with supporting vouchers
- c) Monitor house limit
- d) All of these

Q.8 In which of the following areas of a hotel are guest registered, assigned rooms?

- a) Reservation
- b) Concierge
- c) Front Office
- d) Sales

Q.9 Why is it important to ensure maximum occupancy of accommodation?

- a) To maximize food and beverage sales
- b) Because accommodation cannot be stored for sale at a future date
- c) To ensure quality service
- d) To provide employees with meaningful employment

Q.10 The settling of guest's bills at the front at the front office is done by

- a) Reservation
- b) Reception
- c) Bell desk
- d) Travel Desk

## **SECTION-B**

**Note:** short answer type questions. Attempt any six questions out of eight questions. (6x5=30)

Q.11 Elaborate the main functions of registration desk.

Q.12 Explain the role of computer in performing the task of front desk.