

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 question 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.