

No. of Printed Pages : 4
Roll No.....

181214

1st Year Annual Pattern (Re-app)
Subject: Front office operation Module-I

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple Choice Questions. All Questions are compulsory. (6x1=6)

- Q.1 Which section of the front office is responsible for carrying the luggage of guests to the room?
a) Reception b) Reservation
c) Bell Desk d) Concierge
- Q.2 During check in time; a confirmed reservation guest is requested to fill _____.
a) Reservation Form b) C Form
c) Travel Form d) Registration Form
- Q.3 Which of the following software is used in hotels?
a) Opera b) Amadeus
c) Shawman d) All of these
- Q.4 The temporary Visa may be categorized as:-
a) Tourist Visa b) Transit Visa
c) Student Visa d) All of these
- Q.5 A guest who arrives at the hotel without having any reservation is called
a) VIP guest b) Walk in

- c) Confirmed d) CIP
 Q.6 GDS means
 a) Global Distribution System
 b) Green Distribution System
 c) Global Development System
 d) Green Deposit System
- Section-B**
- Note:** Objective/Completion type questions. All questions are compulsory. (6x1=6)
- Q.7 A guest who does not arrive even after having the confirmed reservation is called _____.
 Q.8 _____ is the term used for guests who run away without paying the bill.
 Q.9 Guest with minimum or no luggage is known as _____.
 Q.10 _____ Form is mandatory to be filled by foreign guest during registration.
 Q.11 During _____ stage in the guest cycle the front office agent posts late charges.
 Q.12 GRC stands for _____.
- Q.14 What do you understand late charges?
 Q.15 Draw the format of foreign currency exchange certificate.
 Q.16 What are various sources of reservation?
 Q.17 Differentiate between over stay and under stay.
 Q.18 Explain the departure procedure.
 Q.19 Draw the format of Form C.
 Q.20 Define tentative reservation.
 Q.21 What are the activities carried out during Pre-arrival stage?
 Q.22 What are the advantages of self check-out-unit?

Section-D

- Note:** Long answer questions. Attempt any Two questions out of Three Questions. (2x8=16)
- Q.23 Step by step write down the procedure of group arrival.
 Q.24 Draw the flow chart of guest cycle and explain them in brief.
 Q.25 What precautions will you take while preparing the guest bills?

Section-C

- Note:** Short answer type Question. Attempt any Eight questions out of Ten Questions. (8x4=32)
- Q.13 Draw the format of location form.

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