

- 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

- 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. (6x1=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. (8x4=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'.