Q.23 Write and explain any six qualities of good telephone operator.

Q.24 Who is GRE? Explain the duties and responsibilities of a GRE.

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

Q.25 Elaborate on various activities of guest with front office during stay in the hotel.

Q.26 Give a step by step procedure to be followed for registration of a guest right from welcoming the guest till handling over of keys.

Q.27 Who is bell Captain? List his duties and responsibilities.

Diploma in Hotel Magt.

Subject : Front Office Operation Module II

Time : 3 Hrs.   M.M. : 70

SECTION-A

Note: Multiple choice questions. All questions are compulsory (7x1=7)

Q.1 A guest who checks In with no luggage of hand bag called_____
   a) Scanty baggage   b) skipper
   c) walk in   d) None

Q.2 The telephone must be answered within _____ rings.
   a) 5   b) 3
   c) 7   d) 1

Q.3 If preferred room is not available then, what are you suppose to do?
   a) Ask the guest to leave
   b) Tell them about better hotels
   c) Offer alternative room
   d) None of these

Q.4 The guest enters into a large hotel from its_____
   a) Back office   b) Restaurant
   c) Lobby   d) Bell Desk

Q.5 A hotel room with all guest rooms occupied is called
   a) House full   b) Full House
   c) Complete packed d) None

Q.6 During Check-In time; a confirmed reservation guest is requested to fill_____
   a) Reservation Form b) Form
   c) Travel Form   d) Registration Form

Q.7 Which of the following software is used in hotels?
   a) Opera   b) Amadeus
   c) Shawman   d) All of these

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory.   (7x1=7)

Q.8 During _____stage in the guest cycle the front office agent posts late charges.

Q.9 FIT is_____.

Q.10 FRRO stands for_____.

Q.11 C Form is filled by_____.

Q.12 _____ section of front office is responsible for giving room keys to the guest on his arrival.

Q.13 Who is walk in guest?

Q.14 What do understand by the term No show.

SECTION-C

Note: Short answer type questions. Attempt any six questions out of ten questions.   (6x6=36)

Q.15 Draw a sample format of reservation slip to be used in manual system.

Q.16 What is C Form? Write down the importance of C form.

Q.17 Write about lobby of a hotel while highlighting its functions.

Q.18 Who gives the wakeup call? Explain the procedure for the same in detail.

Q.19 Explain the procedure to be followed for group arrival.

Q.20 Write briefly about possible types of guest complaints in a hotel.

Q.21 Explain systems of reservation (manual, semi automatic and automatic).

Q.22 Explain in detail about steps to be followed by complaint handler.