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Roll No.....

181214

1<sup>st</sup> 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 to even after having the confirmed reservation is called\_\_\_\_\_.
- Q.8 \_\_\_\_\_ is the term used for quests 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\_\_\_\_\_.

### 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.

- Q.14 What do you understand late charges?
- Q.15 Draw the format of foreign currency exchange certificate.
- Q.16 What is various source 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?