

- Q.13 What are the qualities of a good receptionist ?
Explain.
- Q.14 Why is a receptionist important to an organisation ?
Explain.
- Q.15 Write a detail note on role and responsibilities of
a communication manager.
- Q.16 Explain in detail the procedure for message
handling.
- Q.17 Write a detail note on telephone manner.
- Q.18 What do you understand by room selling? Write
down various techniques of room selling.

SECTION-C

Note: Long answer questions. Attempt any one
questions out of two questions. (1x10=10)

- Q.19 Write explanatory note on the role of concierge.
Also explain the importance of concierge.
- Q.20 What do you understand by bell desk? Explain
the procedure of bell in detail.

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1st Sem / DVOC (BFSI) Subject : Front Office Operation

Time : 2 Hrs.

M.M. : 50

SECTION-A

Note: Very short questions. Attempt all ten questions.
(10x1=10)

- Q.1 Which of the following is a primary front office
concern during the occupancy stage of the guest
cycle?
- a) Security
 - b) Account settlement
 - c) Room assignment
 - d) Coordinating guest services
- Q.2 During what stage in the guest cycle does a front
office desk agent post late charges?
- a) Pre-arrival
 - b) Arrival
 - c) Occupancy
 - d) Departure
- Q.3 If a hotel accepts more booking than the hotel can
accommodate for a particular period, it is known as :
- a) Occupation
 - b) Upselling
 - c) Overbooking
 - d) Reservations

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- Q.4 What should be considered while checking for availability of room?
- a) Your personal relations with guest
 - b) Guest request
 - c) Behaviour of guest
 - d) None of the above
- Q.5 In which circumstances /situations a guest may want to change his/her room?
- a) The room assigned is not as per his/her choice
 - b) The number of occupants in the room changes
 - c) The equipments of facility in the room is not working satisfactorily
 - d) All of these
- Q.6 A guest who leaves the hotel without clearing the payment is called
- a) Skipper b) Visitor Paid-out
 - c) sleeper d) Non-guest Account
- Q.7 Which of the following function is carried out by night auditor?
- a) Ensure the accuracy of various accounts
 - b) Reconciles all financial transaction with supporting vouchers
 - c) Monitor house limit
 - d) All of these

- Q.8 In which of the following areas of a hotel are guest registered, assigned rooms?
- a) Reservation b) Concierge
 - c) Front Office d) Sales
- Q.9 Why is it important to ensure maximum occupancy of accommodation?
- a) To maximize food and beverage sales
 - b) Because accommodation cannot be stored for sale at a future date
 - c) To ensure quality service
 - d) To provide employees with meaningful employment
- Q.10 The settling of guest's bills at the front at the front office is done by
- a) Reservation b) Reception
 - c) Bell desk d) Travel Desk

SECTION-B

Note: short answer type questions. Attempt any six questions out of eight questions. (6x5=30)

- Q.11 Elaborate the main functions of registration desk.
- Q.12 Explain the role of computer in performing the task of front desk.