

- Q.18 What information is typically collected during the check-in process?
- Q.19 Explain the function and need of guest cycle.
- Q.20 What are the various modes of reservation?
- Q.21 What are the main front office operations that can be managed through the software?
- Q.22 What is the primary function of the Reception Desk in a hotel?
- Q.23 What are the duties and responsibilities of the Reservation Manager?
- Q.24 How does the Front Office Department contribute to the overall success of a hotel?

#### SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)
- Q.25 What is the guest cycle? How many stages are in the guest cycle, and what happens during each stage?
- Q.26 Draw the organization structure of front office department in a large hotel and explain the duties and responsibilities of Assistant Front Office Manager?
- Q.27 What is hotel reservation? Note down the different channels & sources of reservation.

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DHM 01004

#### **Branch : Hotel Management** **Subject:- Front Office Operations-I**

Time : 3Hrs.

M.M. : 70

#### SECTION-A

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

- Q.1 What are the duties and responsibilities of Reservation Manager?
- a) Managing the reception desk
  - b) Managing the bell desk
  - c) Managing the room inventory and rates, ensuring optimal revenue management
  - d) Managing the house keeping operations
- Q.2 What is the Concierge Desk in a hotel?
- a) The section responsible for managing the hotel's financial transactions
  - b) The section responsible for managing the hotel's housekeeping operations
  - c) The section responsible for guest services and providing local information and recommendations
  - d) The section responsible for managing back-end hotel operations
- Q.3 Which of the following is not a types of hotel reservation?

- a) Tentative Reservation
  - b) Confirmed Reservation
  - c) Guaranteed Reservation
  - d) Fixed Reservation
- Q.4 Which mode of hotel reservation is typically used by travel agents and corporate clients?
- a) Online                      b) Telephone
  - c) Fax                         d) Email
- Q.5 Which stage of the Guest Cycle is the longest?
- a) Pre-arrival                b) Arrival
  - c) Stay                        d) Departure
- Q.6 What are the activities performed after departure in the reception area of a hotel?
- a) Checking the room for damages and restocking supplies
  - b) Processing payment and confirming the reservation
  - c) Collecting feedback and ensuring guest satisfaction
  - d) Providing concierge services and arranging activities for the guest
- Q.7 Which of the following is a benefit of using a Hotel Management Software in the Front Office Department?
- a) Reduced guest satisfaction due to automation
  - b) Increased workload for staff
  - c) Improved efficiency and accuracy of operations
  - d) Higher costs for the hotel

## SECTION-B

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

- Q.08 \_\_\_\_\_ section is responsible for handling advance booking of the guestrooms.
- Q.09 The primary responsibility of a bellboy in a hotel is to assist guests with their \_\_\_\_\_
- Q.10 The manual method of making a reservation involves filling out a reservation slip or form (T/F)
- Q.11 A \_\_\_\_\_ reservation is a booking that is not yet confirmed and may be subject to cancellation.
- Q.12 During the \_\_\_\_\_ stage of the guest cycle, the guest uses the hotel's facilities and services.
- Q.13 The term "no-show" refers to a guest who has made a reservation but does not arrive at the hotel (T/F)
- Q.14 Walk-in means a guest who arrives at the hotel with a reservation. (T/F)

## SECTION-C

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

- Q.15 What is the role of the cashier section in the Front Office Department?
- Q.16 What are the benefits of using a fully automatic reservation system in a hotel?
- Q.17 Differentiate between tentative and confirmed reservation.