

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : Diploma in Front Office Operation
SUBJECT : Front Office Operation
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Describe the various types of rooms that are found in a hotel.

OR

Write different required qualities of a front office personnel.

(10)

Q.2. Describe the various meal plans offered to the guests in a five star hotel.

OR

What are the various stages of a guest cycle? Elaborate.

(10)

Q.3. Describe the following in 1-2 lines (**any five**):

- | | | |
|------------------|-------------|------------------|
| (a) Skipper | (b) No-show | (c) Out of order |
| (d) Wake-up call | (e) Folio | (f) House-count |

(5x2=10)

Q.4. Explain the check-in procedure of guests with very less baggage.

OR

Reservation made by a guest in a hotel could be of many types. Explain.

(10)

Q.5. What are the various guest services that may be found in a hotel? Explain few of them.

OR

Explain the duties and responsibilities of a bell hop at the bell desk.

(10)

Q.6. Explain the following:

- (a) Types of passports
- (b) C-form

(5+5=10)

Q.7. Expand the following (**any five**):

- (a) PIA (b) USP (c) CIP
(d) DND (e) GDS (f) PSO

(5x2=10)

Q.8. Draw a neat diagram/form for the following:

- (a) Lay-out of a front office department for a large hotel.
(b) Arrival errand-card OR mail log book

(5+5=10)

Q.9. State True or False:

- (a) The bed size of a queen room is 6'x6'.
(b) Ranthambore National Park is in the state of Gujarat.
(c) Whitney slips are also called white slips.
(d) Page board is used to display reservation status for a particular date in a hotel.
(e) Travellers cheque is an internationally accepted cheque.
(f) Settlement of accounts is a procedure before reservation and registration.
(g) IRCTC books the railways tickets for the individuals.
(h) MAP is also known as full board plan.
(i) CRS stands for Central Registration system.
(j) The rack rate is the highest rate that a hotel quotes for its particular type room.

(10x1=10)

Q.10. Fill in the blanks:

- (a) The currency of Bangladesh is _____.
(b) The term MAO stands for _____.
(c) Cash paid by the hotel on behalf of guests is called as _____.
(d) _____ is a proof of nationality.
(e) Locating guests or employees within the hotel by a public address system is known as _____.

(5x2=10)
