



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHMCT/SEM-1/HM-103/2011-12**

**2011**

**FOUNDATION COURSE IN FRONT OFFICE**

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

**GROUP – A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following :

10 × 1 = 10

- i) What is the front office terminology used for room inclusive of accommodation, breakfast, lunch and dinner ?
  - a) Half Board
  - b) Full Board
  - c) Continental Plan
  - d) Modified American Plan.
- ii) What is the Front Office terminology for room inclusive of accommodation, breakfast and one main meal ?
  - a) American Plan
  - b) Modified American Plan
  - c) Continental Plan
  - d) European Plan.



- iii) Communications and cooperations are important between Front Office and the other departments in the hotel. What do the Front Office and the Kitchen normally communicate for ?
- a) Allocation of rooms
  - b) Special request concerning the guest diet for groups
  - c) Security
  - d) Reporting faults.
- iv) A request for an accommodation is called
- a) Reservation
  - b) Reception
  - c) Cashier
  - d) Information.
- v) This section that handles guests' foreign currency exchange and checks out guest is
- a) Reception
  - b) Reservation
  - c) Cashier
  - d) Concierge.
- vi) Which is the form that is used for checking in a guest ?
- a) Folio
  - b) Guest Registration Card
  - c) Miscellaneous Voucher
  - d) Welcome Folder.
- vii) Check out is done at which counter ?
- a) Business Centre
  - b) Cashier
  - c) Bell Desk
  - d) Duty Manager's Desk.
- viii) Expansion of RNA is
- a) Room not arranged
  - b) Room not assigned
  - c) Registered but not assigned
  - d) Reasons for not arriving.



- ix) Expansion of CIP is
- a) Corporate Inclusive Person
  - b) Commercially Important Person
  - c) Continental Inclusive Plan
  - d) Comprehensively Insured Plan.
- x) Expansion of GIT is
- a) Group Including Traveller
  - b) Group Individual Traveller
  - c) Group Inclusive Traveller
  - d) Group Including Tour.

**GROUP – B**

**( Short Answer Type Questions )**

Answer any *three* of the following.  $3 \times 5 = 15$

2. What do you understand by "Hospitality Industry" ?
3. Define any *five* of the following :
  - i) Commercial Hotel
  - ii) Resort
  - iii) Motel
  - iv) Residential Hotel
  - v) Ecotel
  - vi) Time share.
4. Define the term Hotel.

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5. Write a note on Tarrif card.
6. Write on any *five* of the following :
  - i) Single Room
  - ii) Twin Room
  - iii) Duplex Suite
  - iv) Efficiency Room
  - v) Executive Floor
  - vi) Parlour.
7. What are the different types of meal plans ?

**GROUP - C**

**( Long Answer Type Questions )**

Answer any *three* of the following.  $3 \times 15 = 45$

8. Classify hotels on the basis of the following :
  - a) Size
  - b) Location
  - c) Length of Stay
  - d) Clientele
  - e) Facilities.
9. List down the various types of room rates used in hotels.
10. Draw an organizational chart of the front office department in a large hotel. Select any two positions from your organizational chart and outline their roles and responsibilities.
11. Draw a diagram to explain what is meant by the guest cycle. On what occasions during the guest cycle would it be appropriate for reception staff to sell the range of in-house services offered by the hotel ? Explain, with reasons.
12. Write a detailed note on history & development of lodging industry in India.

