Name :	Ciligan
Roll No. :	A fame of Kanada and Calend
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 :

 $10 \times 1 = 10$ 

- 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.

1208

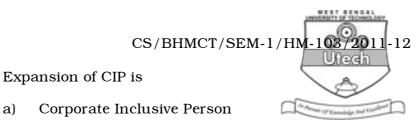
[ Turn over

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



- 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.

1208



- **Commercially Important Person** b)
- Continental Inclusive Plan c)
- Comprehensively Insured Plan. d)
- Expansion of GIT is X)

ix)

a)

- a) Group Including Traveller
- b) Group Individual Traveller
- Group Inclusive Traveller c)
- Group Including Tour. d)

### **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 :
  - **Commercial Hotel** i)
  - ii) Resort
  - Motel iii)
  - **Residential Hotel** iv)
  - V) Ecotel
  - vi) Time share.
- Define the term Hotel. 4.

#### 1208

[ Turn over

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

- 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.



1208

