





FRONT OFFICE OPERATIONS-I

SEMESTER - 2



Time : 3 Hours]

[Full Marks : 70

GROUP - A

(Objective Type Questions)

1. Define the following : 10 × 1 = 10
- a) Confirmed reservation.
 - b) Bumped reservation.
 - c) GRC.
 - d) Key Card.
 - e) Scanty baggage.
 - f) PMS.
 - g) RSB.
 - h) Lateral communication.
 - i) Hubbart formula.
 - j) Safe deposit lockers.



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GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.



3 × 5 = 15

2. What is pre-registration activity ?
3. What are reservation reports ?
4. Write a note on key control.
5. How do you deal with emergencies like bomb threats ?
6. Write down the process for change of room.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. What are the different types of reservation methods ?
8. What is the role of Front-Office in Hotel Security ?
9. What do you know about application of Property Management System ?
10. What are the different methods of payments in Front office ?
11. What concept do you know about Front Office communication ?

END