BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION)
(CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-I :SUMMER- 2022
SUBJECT : BASIC FRONT OFFICE OPERATIONS (THEORY)

Day : Tuesday

Date : 12/7/2022

S-19854-2022

Time : 10:00 AM-12:30 PM

Max. Marks : 60

N.B.:
1) All questions are **COMPULSORY**.
2) Figures to the right indicate **FULL** marks.
3) Both the sections should be written in the **SAME** answer sheet.

SECTION - I

Q.1) Answer the following: (Any 6) **(6 Marks)**

1)	Heritage Hotel	6)	Time share Hotel
2)	B& B Hotel	7)	Spa Hotel
3)	Resort	8)	Travel Desk
4)	Boutique Hotel	9)	Concierge
5)	Paging	10)	Room status

Q.2) Answer the following: (Any 3) **(12 Marks)**
a) Explain the following with example:
   i) Floatel   ii) Motel   iii) Casino hotel   iv) Airport Hotel
b) Give the duties and responsibilities of Front Office Manager.
c) What are the various basis of charging room tariff?
d) Explain the following rates:
   i) Crew rate   iii) Corporate rate
   ii) Complimentary rate   iv) Crib rate

Q.3) Answer the following: (Any 3) **(12 Marks)**
a) Classify and explain hotels based on location.
b) Draw organizational chart of front office department in large hotel.
c) Explain the following rooms:
   i) Lanai   iii) Pent house
   ii) Efficiency room   iv) Twin room
d) Describe various meal plans offered to guest in hotel.

SECTION – II

Q.4) Answer the following: (Any 6) **(6 Marks)**

1)	Skipper	6)	GIT
2)	NB	7)	No show
3)	Arrival errand card	8)	Overbooking
4)	Amendment	9)	SB
5)	SABRE	10)	EPABX

Q.5) Answer the following: (Any 3) **(12 Marks)**
a) List various activities carried out at bell desk during guest arrival
b) Write a short note on:
   i) CRS
   ii) GDS
c) Draw and explain guest cycle
d) Give the points of coordination between front office and housekeeping department in hotel.

Q.6) Answer the following: (Any 3) **(12 Marks)**
a) Explain scanty baggage procedure at Bell desk.
b) Write duties and responsibilities of bell boy.
c) Explain various types of reservation.
d) Give the points of coordination between front office and maintenance department in hotel.

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