

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-I :SUMMER : 2023
SUBJECT : BASIC FRONT OFFICE OPERATIONS

Day : Tuesday

Time : 10:00 AM-12:30 PM

Date : 6/6/2023

S-19854-2023

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) Timeshare hotel | 6) Room status |
| 2) Boutique hotel | 7) EPABX |
| 3) Suite | 8) GRE |
| 4) Forest resort | 9) Concierge |
| 5) Franchise hotel | 10) Valet |

Q.2) Answer the following: (Any 3) (12 Marks)

- a) Classify and explain hotels based on length of stay.
- b) Elaborate on essential attributes of front office staff.
- c) Give the duties and responsibilities of Front Office Assistant.
- d) Explain the following:
 - i) Fixed check-in check-out basis of charging room tariff
 - ii) Per night basis of charging room tariff

Q.3) Answer the following: (Any 3) (12 Marks)

- a) Classify and explain hotels based on clientele.
- b) Write job description of reservation assistant.
- c) Explain the following:
 - i) Pent house
 - ii) Adjacent room
 - iii) Lanai
 - iv) Duplex
- d) Describe various meal plans offered to guest in hotel.

SECTION - II

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

- | | |
|----------------|---------------------------|
| 1) FIT | 6) Departure errand card |
| 2) Overbooking | 7) Cutoff date |
| 3) Amendment | 8) Guaranteed reservation |
| 4) Walk out | 9) NB |
| 5) SABRE | 10) Bell desk |

Q.5) Answer the following: (Any 3) (12 Marks)

- a) Explain scanty baggage procedure at Bell desk.
- b) What are various modes and sources of reservation?
- c) Explain reservation process in detail.
- d) Give the points of coordination between front office and food and beverage service department in hotel.

Q.6) Answer the following: (Any 3) (12 Marks)

- a) Write duties and responsibilities of bell captain.
- b) Draw and explain guest cycle.
- c) What are various types of reservation?
- d) Give the coordination between front office and housekeeping department in hotel.

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