B.Sc. (H. & H.A.) Sem-I : WINTER : 2023
SUBJECT : BASIC FRONT OFFICE OPERATIONS

Day : Tuesday

Time : 10:00 AM-12:30 PM

Date : 28-11-2023

W-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)	FOA	6)	Resort
2)	Suite	7)	Boutique Hotel
3)	OOO	8)	Room status
4)	Posting	9)	Spa Hotel
5)	Travel Desk	10)	EPABX

Q.2) Answer the following: **(Any 3)**   **(12 Marks)**
a) Explain various basis of charging room tariff.
b) Classify and explain hotels as per star rating.
c) Draw a neat layout of front office department.
d) Describe various meal plans offered to guest in hotel.

Q.3) Answer the following: **(Any 3)**   **(12 Marks)**
a) Classify and explain with example hotel based on size.
b) Write duties and responsibilities of Front office manager.
c) Explain the following:
   i) Lanai   iii) Pent house
   ii) Adjoining room   iv) Duplex
d) Elaborate on essential attributes of front office staff.

SECTION - II

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

1)	CRS	6)	No show
2)	Valet	7)	GDS
3)	SABRE	8)	Waitlisted guest
4)	Skipper	9)	SB
5)	Walkout	10)	Errand card

Q.5) Answer the following: **(Any 3)**   **(12 Marks)**
a) Draw and explain guest cycle
b) Elaborate on importance of reservation department for the hotel.
c) Give step by step procedure for handling left luggage at bell desk.
d) Give the points of coordination between front office and following departments in hotel
     i) Sales and marketing
     ii) Maintenance or Engineering Department

Q.6) Answer the following: **(Any 3)**   **(12 Marks)**
a) List various activities carried out at bell desk during guest arrival
b) Write duties and responsibilities of bell boy.
c) Give the points of coordination between front office and following departments in hotel
   i) Human resource   ii) Security
d) Write short note on the following:
     i) Types of reservation
     ii) Sources of reservation

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