

Q.19 What are some common services provided by hotels during a guest's stay?

Q.20 What is the check-out process and what are the key steps involved in it?

Q.21 How does the front office coordinate with the sales and marketing department?

Q.22 Give 5 situations where front office needs to coordinate with security department.

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

Q.23 What is the organization structure of the Front Office Department (FOD) in a large hotel? Write down the duties and responsibilities of bell desk.

Q.24 Explain the concept of chain hotels and prepare a list and briefly explain 5 chain hotels.

Q.25 What is the guest cycle, and why is it important for the front office department to understand it?

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1st Sem. / Hotel Management & Catering Technology Subject : Front Office Operations - I

Time : 3 Hrs. M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

Q.1 Which of the following is an example of heritage tourism?

- Visiting a national park
- Going on a wildlife safari
- Touring historic buildings and landmarks
- Taking a beach vacation

Q.2 Which of the following is not a typical position within the Front Office Department?

- Concierge
- GRE
- GRA
- Reservation manager

Q.3 What types of room typically has separate living and sleeping areas?

- Single room
- Double room
- Twin room
- Suite

Q.4 What type of hotel ownership involves a hotel that operates under the name of a larger hotel company and must follow strict brand standards?

- a) Independent hotel
- b) Management contracted hotel
- c) Chain hotel
- d) None of the above

Q.5 During which stage of the Guest Cycle does the guest check out of the hotel?

- a) Pre-arrival
- b) Arrival
- c) During stay
- d) Departure

Q.6 Which department is responsible for promoting the hotel and its services to potential customers?

- a) Sales & marketing department
- b) Housekeeping department
- c) Maintenance department
- d) F & B department

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (6x1=6)

Q.7 A twin room has _____ separate single beds to accommodate two people.

Q.8 Tourism within one's own country is known as tourism.

Q.9 The front office department should notify the _____ department when a guest has checked out of their room so that it can be cleaned and prepared for the next guest.

Q.10 Luggage handling is the primary responsibility of bell desk. (True/False)

Q.11 During the post-departure stage of the guest cycle, the guest settles any outstanding charges and checks out of the hotel. (True/False)

Q.12 A hotel that is owned and operated by an individual is known as an independent hotel. (True/False)

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 Discuss the origin and evolution of the hotel industry.
- Q.14 Briefly explain the different core areas of a hotel.
- Q.15 What is the role of a Front Office Manager in the FOD?
- Q.16 What are the different functional areas of the Front Office Department?
- Q.17 What is the difference between time shares and condominium hotels?
- Q.18 Write a short note on supplementary accommodation.