

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

B.Sc. (H. & H.A.) Sem-I : WINTER : 2024

SUBJECT: BASIC FRONT OFFICE OPERATIONS (THEORY)

Day : Thursday

Date : 28/11/2024

W-19854-2024

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) Mega hotel | 6) EPABX |
| 2) Spa hotel | 7) B&B hotel |
| 3) GRE | 8) Travel desk |
| 4) Condominiums | 9) Valet |
| 5) OOO | 10) Convention hotel |

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

(12 Marks)

- a) Elaborate on essential attributes of front office staff.
- b) Explain the following with example:
 - i) Forest resort
 - ii) Heritage hotel
 - iii) Casino hotel
 - iv) Suite hotel
- c) Explain the following rates:
 - i) Crew rate
 - ii) Family rate
 - iii) Corporate rate
 - iv) Group rate
- d) What are the various basis of charging room tariff?

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

(12 Marks)

- a) Classify and explain with example hotels based on level of service
- b) Write duties and responsibilities of Reservation Assistant.
- c) Explain various meal plans offered to guest in hotel.
- d) Describe the following rooms:
 - i) Studio room
 - ii) Suite
 - iii) Lanai
 - iv) Pent house

SECTION - II

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

(6 Marks)

- | | |
|----------------|------------------------|
| 1) Amadeus | 6) GDS |
| 2) Overbooking | 7) GIT |
| 3) Walkout | 8) Concierge |
| 4) SB | 9) Arrival errand card |
| 5) U/R | 10) Room status report |

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

(12 Marks)

- a) Explain scanty baggage procedure at Bell desk.
- b) Write duties and responsibilities of bell boy.
- c) Give step by step procedure of guest reservation in hotel.
- d) Explain the Luggage handling procedure in case of group arrival & departures.

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

(12 Marks)

- a) Draw and explain guest cycle
- b) Give step by step procedure for handling left luggage at bell desk.
- c) Write a short note on the following:
 - i) Importance of reservation department for the hotel.
 - ii) Sources of reservation
- d) Give the points of coordination between front office and following departments in hotel
 - i) Security
 - ii) Sales and marketing

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