

B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS 2024)
B. Sc. (H & HA) Sem-II : SUMMER : 2025
SUBJECT: FUNDAMENTALS OF FRONT OFFICE

Day : Friday
Date : 23/05/2025

S-30053-2025

Time : 10:00 AM-12:00 PM
Max. Marks : 50

NB :

1. All questions are compulsory.
2. Figures to the right indicate full marks.

- Q. 1 Attempt ANY FIVE of the following: (Fill in the blanks) (1x5)
- 1) Hotels located in the heart of city are known as _____ Hotels.
 - 2) Hotels with _____ number of rooms or less are classified as small hotels.
 - 3) Heritage Grand hotels were built before year _____.
 - 4) Rotels are hotels that rotate on _____.
 - 5) Business hotels are generally located in the _____ of the city and cater to business travelers.
 - 6) Boathouse floating on the surface of Dal lake in Kashmir are an example of _____ hotels.
 - 7) A guest who travels for business purposes, such as meetings or conferences, is known as a _____ guest.
- Q. 2 Attempt ANY FIVE of the following: (State True or False) (1x5)
- 1) A Single room has one single bed for single occupancy.
 - 2) A Twin room has two double beds.
 - 3) A Duplex suite is typically connected by an internal staircase.
 - 4) A Studio typically includes a bed and a sofa-cum-bed.
 - 5) An Adjacent room shares a common wall with another room.
 - 6) A Penthouse is located on the topmost floor of a hotel with an attached open terrace.
 - 7) The Corporate rate is generally higher than the rack rate.
- Q. 3 Attempt ANY FOUR of the following: (5x4)
- 1) Explain the Role of the front office department in a hotel.
 - 2) Draw and explain the stages of the Guest Cycle in the hotel.
 - 3) Explain the Pre-arrival procedure for FIT in the hotel.
 - 4) Elaborate on Importance of Registration in the hotel.
 - 5) What are the precautions to be taken while accepting Traveller's cheque at the time of checkout?
 - 6) Write the standard Check - out procedure carried out at the front desk.
- Q. 4 Attempt ANY FOUR of the following: (5x4)
- 1) List and explain the front office department's sections.
 - 2) Enlist the Duties and Responsibilities of Front Office Manager.
 - 3) List and explain the different modes of making a hotel reservation.
 - 4) Explain the Pre-arrival procedure for the group in the hotel.
 - 5) Describe the Room Change procedure in hotels.
 - 6) Write the precautions to be taken for handling foreign currency at the time of check out in the hotel.

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