

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-I : SUMMER : 2025
SUBJECT: BASIC FRONT OFFICE OPERATIONS

Day : Monday
Date : 09/06/2025

S-19854-2025

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) Room status | 6) Paging |
| 2) Boutique Hotel | 7) Resort |
| 3) Spa Hotel | 8) Travel Desk |
| 4) B& B Hotel | 9) Concierge |
| 5) Time share Hotel | 10) Heritage Hotel |

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

- a) Describe various meal plans offered to guest in hotel.
- b) Classify and explain hotels as per star rating.
- c) Explain various basis of charging room tariff.
- d) Draw a neat layout of front office department.

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

- a) Give the duties and responsibilities of Front Office Manager.
- b) Classify and explain hotels based on location.
- c) Explain the following rooms:
 - i) Lanai
 - ii) Efficiency room
 - iii) Pent house
 - iv) Twin room
- d) Draw organizational chart of front office department in large hotel.

SECTION - II

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

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

PTO

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

(12 Marks)

- a) Give the points of coordination between front office and housekeeping department in hotel.
- b) Elaborate on importance of reservation department for the hotel.
- c) Draw and explain guest cycle
- d) List various activities carried out at bell desk during guest arrival

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

(12 Marks)

- a) Write short note on the following:
 - i) Types of reservation
 - ii) Sources of reservation
- b) Write duties and responsibilities of bell boy.
- c) Explain scanty baggage procedure at Bell desk.
- d) Give the points of coordination between front office and following departments in hotel
 - i) Human resource
 - ii) Security
