

B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS 2024)

B. Sc. (H & HA) Sem-II : WINTER: 2025

SUBJECT: FUNDAMENTALS OF FRONT OFFICE

Day : Monday

Date : 08/12/2025

W-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 with _____ to _____ number of guest rooms are regarded as large hotels
 - 2) Sub-urban hotels are located near the _____ of the city.
 - 3) Residential hotels provide accommodation for a longer duration, typically for a minimum of _____ month and up to _____ years.
 - 4) _____ hotels are environmentally-friendly properties that implement programs to save water, save energy, and reduce solid waste.
 - 5) _____ hotels are owned and operated by a single entity without any affiliation to other properties or Chain.
 - 6) _____ hotels provide gambling facilities to Guest.
 - 7) A guest typically stays for a short period, often overnight, between flights or during transit is known as _____.
- Q. 2 Attempt ANY FIVE of the following: (State True or False) (1x5)
- 1) A Hollywood twin room has two single beds with a common headboard.
 - 2) A Parlour is generally equipped with a bed and is used as a sleeping area.
 - 3) A Penthouse room is usually located on the ground floor of a hotel.
 - 4) A Lanai is typically furnished and offers a view of the garden or beach.
 - 5) Government officials are not eligible for special rates while traveling for official work.
 - 6) Complimentary rates mean the hotel charges for the room as usual.
 - 7) The Modified American plan includes room rent, breakfast, and two major meals.
- Q. 3 Attempt ANY FOUR of the following: (5x4)
- 1) Explain the importance of the front office department in the hotel.
 - 2) Classify the various types of Reservation in the hotel.
 - 3) Explain the Registration process with the help of a flow chart of a Walk-in guest in the hotel.
 - 4) Describe the Pre-arrival procedure for a VIP in the hotel.
 - 5) What are the procedures for accepting Cash payment at the hotel?
 - 6) Write a short note on a) Express Checkout b) Late charges
- Q. 4 Attempt ANY FOUR of the following: (5x4)
- 1) Draw the Organizational chart of the Front office department for a large hotel.
 - 2) Elaborate on various Attributes required in Front office staff.
 - 3) What are some common sources from which a hotel receives reservations?
 - 4) Explain the Registration process with the help of a flow chart for reserved guests in the hotel.
 - 5) Explain the various types of Complaints in the hotel.
 - 6) What are the precautions to be taken while accepting payment through credit card at the time of checkout from guests?
