

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

**B.Sc. (H. & H.A.) Sem-I : WINTER- 2022
SUBJECT : BASIC FRONT OFFICE OPERATIONS**

Day : Tuesday

Time : 10:00 AM-12:30 PM

Date : 6/12/2022

W-19854-2022

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

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

(12 Marks)

- a) Elaborate on essential attributes of front office staff.
- b) Explain the following
 - i) 24 hours basis of charging room tariff
 - ii) Per night basis of charging room tariff
- c) Classify and explain with example hotels based on length of stay.
- d) Give the duties and responsibilities of Front Office Assistant.

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) Cutoff date | 6) Departure errand card |
| 2) FFIT | 7) Tentative Reservation |
| 3) SABRE | 8) U/R |
| 4) SB | 9) Amendment |
| 5) Skipper | 10) Franchise hotel |

PTO

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) Explain reservation process in detail.
- b) Draw and explain guest cycle.
- c) Give the points of coordination between front office and following departments in hotel
 - i) Security
 - ii) Sales and marketing
- d) Write duties and responsibilities of bell captain.

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