

**BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)**  
**B.Sc. (H. & H.A.) Sem-I : WINTER :- 2021**  
**SUBJECT: BASIC FRONT OFFICE OPERATIONS**

Day : Tuesday  
Date 1/2/2022

W-19854-2021

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.

**SECTION I**

**Q.1** Answer **ANY SIX** of the following: **(06)**

- |                            |                             |
|----------------------------|-----------------------------|
| <b>a)</b> Convention Hotel | <b>f)</b> EP                |
| <b>b)</b> Rack Rate        | <b>g)</b> Suite Room        |
| <b>c)</b> Demi Pension     | <b>h)</b> Travel agent rate |
| <b>d)</b> Twin Room        | <b>i)</b> Casino Hotel      |

**Q.2** Answer **ANY THREE** of the following: **(12)**

- a)** Classify hotels based on location and clientele.
- b)** List duties and responsibilities of a front office manager.
- c)** Explain various types of meal plans offered to a guest.
- d)** List and explain essential attributes of a front office staff.

**Q.3** Answer **ANY THREE** of the following: **(12)**

- a)** Write a note on evolution of hotel industry.
- b)** List any eight equipment's used at front desk and state its use.
- c)** Explain various methods of charging a room tariff.
- d)** Draw an organizational chart of a front office department in a large hotel.

**SECTION II**

**Q.4** Answer **ANY SIX** of the following: **(06)**

- |                                  |                   |
|----------------------------------|-------------------|
| <b>a)</b> SB                     | <b>f)</b> Paging  |
| <b>b)</b> Waitlisted reservation | <b>g)</b> VIP     |
| <b>c)</b> ALC                    | <b>h)</b> CRS     |
| <b>d)</b> Valet                  | <b>i)</b> Skipper |

**Q.5** Answer **ANY THREE** of the following: **(12)**

- a)** State importance of reservation for guest and hotel.
- b)** Give reasons of co-ordination of front office department with Housekeeping department.
- c)** Explain guest arrival procedure at bell desk.
- d)** Give step by step procedure of handling a guest reservation.

**Q.6** Answer **ANY THREE** of the following: **(12)**

- a)** Explain various sources of reservation.
- b)** With help of a flowchart explain left luggage handling at bell desk.
- c)** Give reasons of co-ordination of front office department with Engineering and Purchase department.
- d)** Explain guest departure procedure at bell desk.