

P-811

Total Pages : 3

Roll No.

DHA-101

Introduction to Front Office

Diploma in Hospitality Administration/B.H.M. (DHA/BHM)

1st Year Examination, 2023 (June)

Time : 2 Hours]

Max. Marks : 50

Note : This paper is of Fifty (50) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answer to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

SECTION–A

(Long Answer Type Questions)

Note : Section 'A' contains Five (05) long answer type questions of Thirteen (13) marks each. Learners are required to answer any Two (02) questions only.

(2×13=26)

1. Define the Hospitality Industry. Also, draw an organizational chart of the front office department in a five star hotel.

2. Discuss the role of front office in a hotel. Also, discuss the different section of front office departments in a five star hotel.
3. Draw a neat diagram of the guest cycle. Explain each stage with activities involved.
4. What is guest reservation? Explain the importance of guest reservation for a hotel. Explain the procedure to be followed while processing group reservation.
5. Define Communication. "Communication between front desk and sales and marketing is essential for total hospitality sales. Comment

SECTION-B

(Short Answer Type Questions)

Note : Section 'B' contains Eight (08) short answer type questions of Six (06) marks each. Learners are required to answer any Four (04) questions only. (4×6=24)

1. What are the attributes of a Front Office staff?
2. What are the duties and responsibilities of a Bell Boy.
3. Distinguish between the duties of receptionist and reservation assistant.

4. What are the various types of communication?
 5. What are the responsibilities of a Lobby Manager?
 6. What is self-check-in terminal in an airport?
 7. What are the causes of fire in a Hotel. Explain the basic elements of fire.
 8. Write short notes on any *two* :
 - (a) HRACC.
 - (b) Resort.
 - (c) Modified American Plan.
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