

# S-943

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## DHA-101

### Introduction to Front Office

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

1st Year, Examination, 2022 (Dec.)

**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.

### 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, discuss the history of the Indian Hotel industry.

2. Draw the organization chart of the front office department. Explain the duties and responsibilities of the Front Office Manager.
3. Draw a neat diagram of the guest cycle. Also, describe the four phases of the guest cycle.
4. What is guest registration? Discuss pre-registration activity. Also, explain the importance of pre-arrival activity.
5. Why is team work an important attribute of Front office personal? Also, discuss the duties and responsibilities of GRE (Guest Relation Executive).

### **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 duties and responsibilities of Bell Captain?
2. What are the functions of front office in a hotel?
3. Explain the different types of racks found in hotels.
4. What are the various sources of reservation?

5. What is market segmentation?
  6. Explain the Form C and Form F.
  7. What is a first-aid? What equipment and articles one can find in a first-aid box?
  8. Write short notes on any *two* :
    - (a) Scanty baggage.
    - (b) Continental Plan.
    - (c) Night auditor.
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