

**611**

**Total Pages : 3**

**Roll No. -----**

**DHA-101/DHM-101**

**Introduction to Front Office**

**(DHA-19/BHM-11/16/DHM-11/16/17)**

**First Year, Examination 2021 (Winter)**

**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 x 13 = 26]**

**P.T.O.**

**611**

**1**

- Q.1. What do you understand by centralized reservation system? Differentiate between guaranteed and non-guaranteed reservation?
- Q.2. What are facilities provided by the hotel to their guest? Discuss the role of front office in a hotel.
- Q.3. Give hierarchy of the Front Office department of a five-star hotel. List ten duties of Front Office Supervisor.
- Q.4. Explain various types of rooms available in a hotel.
- Q.5. Enlist and give use of two each of automated, semi-automated and non automated front office equipment.

### **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 x 6 = 24]

- Q.1. What is the various source of reservation?
- Q.2. Explain the duties and responsibilities of Front Office Manager of a 5-star hotel.
- Q.3. Define communication and explain the communication process with example.
- Q.4. Describe the four phases of the guest cycle.
- Q.5. Explain C form with proper format.
- Q.6. Explain the check-in procedure of scanty baggage guests.
- Q.7. Describe the four phases of the guest cycle.
- Q.8. Draw a neat labelled diagram of 5-star hotel lobby.

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