

C736

Total Pages : 3

Roll No.

DBA-101/DHM-101/BHM-101

Introduction to Front Office

(DBA/BHM/DHM)

1st Year Examination, 2022 (June)

Time : 2 Hours]

Max. Marks : 40

Note : This paper is of Forty (40) 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 Ten (10) marks each. Learners are required to answer any Two (02) questions only.

(2×10=20)

1. Define Hospitality Industry. Explain the star classification of hotels.

2. Draw an organisational chart of the front office department in a Five Star Hotel. Write duties and responsibilities of a front desk executive.
3. Draw a neat diagram guest cycle. Explain the activities involved in each stage of the process.
4. What is guest reservations? What are the different types of guest reservations? Draw a format of Guest reservation form.
5. What is guest registration? Describe various methods of guest registration used in hotel with necessary format.

SECTION-B

(Short Answer Type Questions)

Note : Section 'B' contains Eight (08) short answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only. (4×5=20)

1. What are the attributes of Front Office Department staff?
2. Mention the duties and responsibilities of GRE (Guest Relation Executive)?
3. List different types of hotel rooms available in Five star hotel and briefly describe them.
4. What is the importance of Back office communication?

5. What are the different type of meal plans followed in hotels?
 6. Enlist the different equipments used at the Front Office Desk Counter.
 7. Discuss the types of guest and explain any two in detail.
 8. Write short notes on any *two* :
 - (a) Scanty baggage.
 - (b) Time share and condominium.
 - (c) CRS and GDS.
 - (d) Night auditor.
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