



Name :

Roll No. :

Invigilator's Signature :

CS/BHSM/SEM-5/HPM-503/2010-11

2010-11

FRONT OFFICE

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following : $10 \times 1 = 10$
 - i) Total room sales divided by the number of rooms sold represents
 - a) Rack rate
 - b) Average daily report
 - c) Room occupancy percentage
 - d) Daily report.
 - ii) ensures guest relation with the regular guest.
 - a) Bell boy
 - b) Guest relation executives
 - c) Night receptionist
 - d) Front office cashier.

- y than if it had to



vii) In hotel mail distribution is done by

- a) Bell-desk b) Billing & cash
- c) Reception d) None of these.

viii) VVIP movement sheet is generally signed by

- a) Front office manager
- b) Executive housekeeper
- c) Executive chef
- d) General manager.

ix) A hotel does not sell all of its rooms one evening and lose the revenue forever. This is referred to as

- a) Tangible loss b) Perishability
- c) Revenue depletion d) Occupancy shortage.

x) A home-away-from-home atmosphere with breakfast describes

- a) Extended – stay hotels
- b) Economy/Budget hotels
- c) Bed & breakfast Inns
- d) All suit hotels.



GROUP – B
(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Write the duties & responsibilities of Night Auditor.
3. “Front office & housekeeper are closely related” – Explain briefly.
4. How would you handle luggage at the time of GIT arrival in the hotel ?
5. Explain briefly the “operating & non-revenue producing department in the hotel”.
6. What is express check-in ? Briefly explain.

GROUP – C
(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. Define Paging. Describe about paging system.
8. Write job description of Bell-captain.
9. Draw a layout of front office area. Give staff hierarchy of a 5* hotel.
10. What is the golden rule of telephone handling ? Write down the do's & don'ts of telephone manners.
11. Define Yield management. Explain briefly the strategies & tactics that are used in Yield Management.

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