	/ Utech
Name:	
Roll No.:	To Annual (19 Exercising 2 and Exercised)
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 )

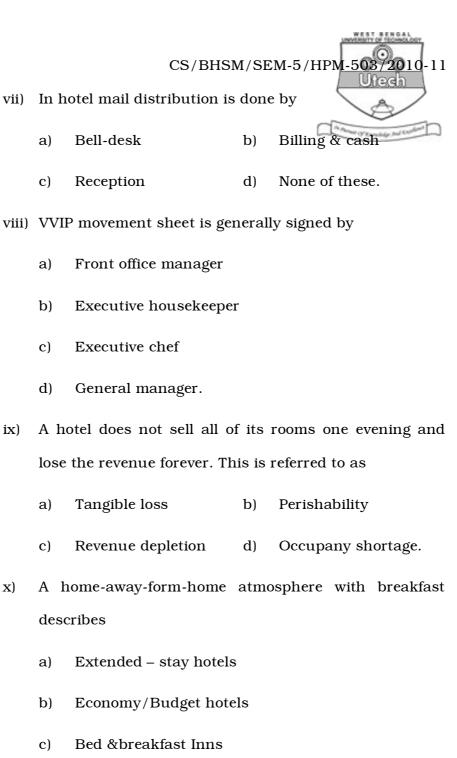
- 1. Choose the correct alternatives for the following :  $10 \times 1 = 10$ 
  - i) Total room sales divided by the number of rooms sold represents
    - a) Rack rate
    - b) Average daily report
    - c) Room occupancy percentage
    - d) Daily report.
  - ii) ...... ensures guest relation with the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

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iii)	The concept that allows a company to expand more
	rapidly by using other peoples money than if it had to
	acquire its own financing is called

- a) Leasing
- b) Franchising
- c) Management contract d) Renting.
- iv) Movement list is prepared by
  - a) Receptionist
- b) Front office manager
- c) Reservationists
- d) None of them.
- v) Doorman is the person responsible for
  - a) Escorting the guest to the room
  - b) Opening the hotel door for the guest
  - c) Registering the guest
  - d) None of these.
- vi) The paging system is meant to
  - a) Document reservation request
  - b) Control guests messages received
  - c) Contact guest in a specified area in the hotel
  - d) None of these.



a)

c)

a)

b)

c)

d)

a)

c)

a)

b)

c)

d)

All suit hotels.

describes

ix)

X)

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# GROUP – B ( Short Answer Type Questions )

Answer any three of the following.



- 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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