



Name :

Roll No. :

Invigilator's Signature :

CS/BHSM/SEM-1/HPM-103/2010-11

2010-11

FRONT OFFICE OPERATIONS

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) The room with a good view is

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|----------------|-------------------|
| a) Cabana | b) Lanai |
| c) Studio room | d) None of these. |

ii) Page board system is apart of

- | | |
|--------------------|--------------------|
| a) paging device | b) training device |
| c) locating device | d) none of these. |

iii) Guest is first received by

- | | |
|----------------------|-------------------|
| a) entrance security | b) bellboy |
| c) receptionist | d) none of these. |



- iv) FRRO stands for
- a) federation of restaurant regional office
 - b) foreign regional registration office
 - c) foreign registration room office
 - d) none of these.
- v) A room with two layers is
- a) penthouse suite
 - b) cabana
 - c) lanai
 - d) duplex.
- vi) Who is not a part of room division department ?
- a) Room attendant
 - b) Receptionist
 - c) Bellboy
 - d) Chef.
- vii) Which is not food plan ?
- a) E.P.
 - b) C.P.
 - c) GO plan
 - d) MAP.
- viii) The cancellation hour of guaranteed reservation is
- a) 24 hrs
 - b) 27 hrs
 - c) 14 hrs
 - d) none of these.



ix) Palace on Wheels is an example of

- | | |
|----------|------------|
| a) motel | b) floatel |
| c) rate | d) boatel. |

x) Currency of France is

- | | |
|-----------|----------|
| a) Dollar | b) Pound |
| c) Franc | d) Euro. |

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.

3 × 5 = 15

2. Describe different types of rooms.
3. Describe Overbooking.
4. Describe special rates.
5. Write about whitney system of reservation.
6. Classify hotels on basis of ownership.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. Describe the process of cancellation and amendment in Whitney system of reservation.

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8. Classify hotels in detail with example. Write members of HRACC.
9. Draw Organizational Chart and write Job Description of Head Cashier.
10. Describe diary system of reservation. Draw formats which are used in reservation department.

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