



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHSM/SUPPLE/SEM-6/HPM-603/2010**

**2010**

**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 × 1 = 10

i) A room facing the sea is called

- |           |                   |
|-----------|-------------------|
| a) Cabana | b) Duplex         |
| c) Suit   | d) None of these. |

ii) When a hotel sells more rooms than is actually available of sale, the booking is known as

- |                       |                     |
|-----------------------|---------------------|
| a) extra booking      | b) priority booking |
| c) compulsive booking | d) overbooking.     |



- iii) The full form of CRS is
  - a) Computer Reservation System
  - b) Cyber Reservation System
  - c) Cyclic Reservation System
  - d) none of these.
- iv) GDS stands for
  - a) Games Development Section
  - b) Goodwill Diplomatic Service
  - c) Global Distribution System
  - d) None of these.
- v) The name of the body that rates the star classification is from the
  - a) State Tourism Dept.
  - b) Govt. of India, Ministry of Tourism
  - c) IATO
  - d) PATA.
- vi) Occupancy chart is prepared by the
  - a) Reception Desk
  - b) Front Office
  - c) Security Department
  - d) Administrative Department.
- vii) Linen is a type of
  - a) Polish
  - b) Foodstuff
  - c) Leather
  - d) Fabric.



- viii) C.O.T. stands for
- check out time
  - cheque ordering ticket
  - captain on transfer
  - none of these.
- ix) The front office is called the
- nerve centre of the hotel
  - a liability to the hotel
  - leg of the hotel
  - none of these.
- x) The floor housekeepers report to the
- F. O. Manager
  - Executive Housekeeper
  - General Manager
  - Chef.

### GROUP – B

#### ( Short Answer Type Questions )

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

- Who is a night auditor ? Describe in short his duties and functions.
- Why is the front office called the nerve centre of the hotel ? Justify your answer with suitable examples.
- What are the different types of rooms available in a five star hotel ? Discuss in brief.
- What do you understand by
  - Continental Plan
  - European Plan and
  - Modified American Plan ?



6. What do you understand by

- a) FIT
- b) GIT
- c) Rack Rate ?

Write short notes.

7. What are the duties of the receptionist ? List the duties and elaborate.

### GROUP – C

#### ( Long Answer Type Questions )

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

- 8. Discuss at length the various methods of reservation.
- 9. Why is CRS ( Computer Reservation System ) gaining such a wide popularity in Hotel & Airline reservation ?
- 10. State the duties and responsibilities of the F.O. Manager.  
What major attributes are required to become a successful F.O. Manager ?
- 11. Who is a Bell Boy ? Discuss in detail the job description and functions of a Bell Boy.
- 12. What is credit monitoring and tracking transaction ?
- 13. Write short notes on the following :
  - i) Gross referencing
  - ii) Pick-up errors
  - iii) Transposition errors
  - iv) Missing folios
  - v) Black Book.