

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is registration? Explain the points to be followed while registering:

- (a) Groups (b) VIP's

OR

- (i) What is a self check-in terminal?
(ii) How self check-in is different from standard check-in?
(iii) Explain in brief the advantages and disadvantages of having self check-in terminals.

(2+4+4=10)

Q.2. (a) What do you understand by the term 'Rack Rate'?

- (b) Enlist and explain any **eight** types of special rates offered by hotels.

(2+8=10)

Q.3. (a) What is Centralised Reservation System?

- (b) Explain in detail the step by step procedure of booking a guest room.

(2+8=10)

OR

- (a) Explain the difference between guaranteed and non-guaranteed reservation.
(b) Enlist any **three** situations in which a reservation request may be denied by a hotel.
(c) Draw a neat format of a reservation form.

(4+3+3=10)

Q.4. Write short notes on **any five** of the following:

- | | |
|-------------------------------|----------------------|
| (a) Message and mail handling | (b) Meal plans |
| (c) Retention charges | (d) Overbooking |
| (e) Rooming a guest | (f) Express check-in |

(5x2=10)

- Q.5. 'Front office plays a crucial role in guest satisfaction by ensuring a comfortable safe and pleasant stay of all in-house guests'. Elaborate on the above statement citing suitable examples.

(10)

OR

Explain in detail the co-ordination of front office with following departments:

- (a) Housekeeping (b) Food & Beverage Service (c) Security
(4+3+3=10)

- Q.6. Define guest cycle. Explain in detail all stages of guest cycle.

(2+8=10)

- Q.7. (a) Enlist any **four** common guest complaints.
(b) What are the important points in handling guest complaints?

(4+6=10)

OR

- (a) 'Guest history record helps front office give better services to guests'. Justify the statement by giving the purpose and importance of maintaining guest history record.
(b) Give two situations in which maintaining record would help.

(8+2=10)

- Q.8. Differentiate between the following (**any two**):

- (a) Upselling and discounting
(b) Modes and sources of reservations
(c) Manual and automated registration system

(2x5=10)

- Q.9. Explain the following terms in one or two sentences:

- (a) CVGR
(b) Skipper
(c) C form
(d) Walk-in
(e) Demi-pension
(f) Scanty baggage
(g) No show
(h) Cutoff date
(i) Stay over
(j) Arrival list

(10x1=10)

Q.10. **A** State True or False:

- (i) MARSHA is an example of central reservation system.
- (ii) Guests who continue to stay in the hotel beyond their scheduled departure date are called stayovers.
- (iii) Rates applicable to children below 12 years of age accompanying their parents is called family rate.
- (iv) ADR refers to average double rate.
- (v) European plan includes room rate and continental breakfast.

B Match the following:

Whitney system	Group arrival
GDS	Room rate
Rooming list	Guest location
Paging	Reservations
Rule of thumb	Amadeus

(5+5=10)
