

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2013-2014**

COURSE : Diploma in Front Office Operation  
SUBJECT : Front Office Operation  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Answer the following (**any four**):

- (a) Explain the importance of interdepartmental communication.
- (b) List the job description of Lobby Manager.
- (c) What are the personality traits of Front Office personnel.
- (d) Explain the check-in process for Scanty Baggage guest.
- (e) Explain the check-out procedure for a guest through travel agent voucher.

(4x7=28)

- Q.2. (a) Explain the term Hospitality.  
(b) Write functions of Bell Desk.  
(c) Draw a neat and clean layout of Lobby.  
(d) Explain types of Reservation.  
(e) Explain message handling.

(5x6=30)

Q.3. Explain in **1-2** lines:

- |                   |                       |                 |
|-------------------|-----------------------|-----------------|
| (a) Duplex        | (b) Transient hotel   | (c) Sleep out   |
| (d) Account Aging | (e) Franchise         | (f) Condominium |
| (g) Sleeper       | (h) Tipsy guest       | (i) Lay-over    |
| (j) Overbooking   | (k) Amenities voucher | (l) MAP         |
| (m) ARR           | (n) Rev Par           |                 |

(14x2=28)

Q.4. Match the following:

- |                |                      |
|----------------|----------------------|
| (a) AP         | (i) Waterfall view   |
| (b) Lanai      | (ii) Information     |
| (c) Mc Donalds | (iii) Locating guest |
| (d) Smile      | (iv) Pound           |
| (e) Concierge  | (v) Personality      |
| (f) Paging     | (vi) Franchise       |
| (g) England    | (vii) Full Board     |

(7x1=7)

Q.5. Fill in the blanks:

- (a) Full form of GRC is \_\_\_\_\_.
- (b) Filling \_\_\_\_\_ is mandatory in case of the check-in of foreign guest.
- (c) A room with a kitchen is called \_\_\_\_\_.
- (d) Living room is also known as \_\_\_\_\_.
- (e) An hour at which all the non-guaranteed rooms are released for general sale is known as \_\_\_\_\_.
- (f) A charge applicable for serving the non-alcoholic beverage brought by the guest inside hotel is known as \_\_\_\_\_.
- (g) Front Office department is headed by \_\_\_\_\_.

(7x1=7)

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