

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2017-2018**

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

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(Marks allotted to each question are given in brackets)

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- Q.1. What are the various factors affecting room tariff?  
**OR**  
Explain the advantages and disadvantages of having different types of room rates and room categories in a hotel. (10)
- Q.2. Discuss the importance of front office co-ordination with housekeeping department in a hotel. (10)
- Q.3. Define registration. Draw the format of Guest Registration Card. (2+8=10)  
**OR**  
Explain the steps involved in handling guest complaints. (10)
- Q.4. Describe four stages of 'Guest Cycle'. (10)
- Q.5. Explain, with the help of a flow chart, registration process of a FIT walk-in guest in a five-star hotel.  
**OR**  
Explain the concept of Hubbart's formula in tariff structure. (10)
- Q.6. Discuss the importance of maintaining guest history and also draw the format of guest history card. (10)

Q.7. Write short note on **any two**:

- |                      |                          |
|----------------------|--------------------------|
| (a) Hospitality desk | (b) Modes of reservation |
| (c) Upgrading        | (d) Upselling            |

(2x5=10)

Q.8. Explain the importance of "C FORM" in the hotel system with format.

**OR**

What are the advantages and disadvantages of self-check-in terminal?

(5+5=10)

Q.9. Differentiate between the following (**any two**):

- (a) Tentative and confirmed reservation
- (b) Mechanical and attitudinal complaint
- (c) Reservation and registration

(2x5=10)

Q.10. Match the following:

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|--------------------------|----------------------------------|
| (a) Pre-arrival          | (i) All payment in cash          |
| (b) Density chart        | (ii) En-pension                  |
| (c) Scanty baggage guest | (iii) Endorsement                |
| (d) Whitney system       | (iv) During the stay             |
| (e) American plan        | (v) Reservation                  |
| (f) Guest room change    | (vi) Non-automatic               |
| (g) Departure            | (vii) Rate cutting               |
| (h) Visa                 | (viii) Magnetic strip            |
| (i) Market based pricing | (ix) Settlement of guest account |
| (j) Card key             | (x) Room availability            |

(10x1=10)

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