

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2018-2019**

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Front Office - I  
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. Define tourism. Discuss in detail the various reasons why people undertake travel. (10)

**OR**

Define hotel. Discuss the various facilities offered in a five-star hotel for its guests. (2+8=10)

Q.2. Write short notes on **any four** of the following (minimum 100 words each):

- |                     |                       |
|---------------------|-----------------------|
| (a) Motels          | (b) Franchise hotels  |
| (c) Transit hotels  | (d) Star hotels       |
| (e) Heritage hotels | (f) Time share hotels |
| (g) Standalone      | (h) Casino hotels     |

(4x 2 ½ =10)

Q.3. Draw the organization chart of front office department of a five star hotel. (10)

Q.4. List different types of hotel rooms available in star hotels and briefly describe them. (10)

Q.5. **A** Write French word for the following (**any five**):

- |              |            |              |
|--------------|------------|--------------|
| (a) Monday   | (b) Winter | (c) December |
| (d) Day      | (e) Hello  | (f) June     |
| (g) 11.30 AM | (h) One    |              |

(5x1=5)

**B** Explain the procedure for handling guest messages in a five-star hotel. (5)

Q.6. Explain in detail the functions of bell desk. (10)

Q.7. Draw a neat layout of a five-star hotel lobby including the 'back office areas'. Label the layout clearly.

**OR**

List the equipment used in non-automated, semi-automated and fully automated front office system. Give the use of two equipment in each system. (10)

Q.8. Explain in detail **ten** personality traits required for front office personnel.

**OR**

Explain the various sections of front office in detail. (10)

Q.9. Match the following:

- |                  |                               |
|------------------|-------------------------------|
| (a) Skipper      | (i) Small hotel – Switzerland |
| (b) Reception    | (ii) Electronic keys          |
| (c) DNCO         | (iii) Commissionaire          |
| (d) HRACC        | (iv) Cashier                  |
| (e) Doorman      | (v) Guest registration card   |
| (f) Referral     | (vi) Star ratings             |
| (g) VPO          | (vii) Scanty baggage          |
| (h) Left luggage | (viii) Bell desk              |
| (i) Card key     | (ix) OYO rooms                |
| (j) Chalet       | (x) Did not check out         |

(10x1=10)

Q.10. State True or False:

- (a) Lanai is not a lettable room.
- (b) Cash float is the money that is paid by hotel on behalf of the guest.
- (c) Hotels with recreational facilities are resorts.
- (d) Guests from travel agency are FITs.
- (e) Room tariff always include meals.
- (f) F&B is a sector of hospitality industry.
- (g) Suite rooms are not spacious.
- (h) Wake up calls are given to the guests in a five star hotel.
- (i) Bell boy is a part of uniform service staff.
- (j) Supplementary accommodation includes hostels.

(10x1=10)

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