

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

COURSE : 1st Semester of 3-year B.Sc. in H&HA
 SUBJECT : Foundation Course in Front Office - I
 TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Define tourism.
 (b) Discuss in detail the benefits of tourism to the destination. (2+8=10)
OR
 Outline the evolution and growth of the hotel industry mentioning various landmarks and important developments. (10)
- Q.2. Classify hotels based on location and clientele.
OR
 List the various sections of front office and briefly explain the activities of each section. (10)
- Q.3. Draw the hierarchical organisation chart of a large five-star hotel.
OR
 Draw the layout of the lobby and front office of a large five-star hotel and label the various sections. (10)
- Q.4. (a) What is job description?
 (b) Write the job description of a front office assistant. (2+8=10)
- Q.5. Write short notes on **any two**:
 (a) Chain hotels (b) Boutique hotels
 (c) Room rack (d) Concierge (2x5=10)
- Q.6. List the various types of hotel rooms available in a star hotel. Briefly describe any **five**: (10)
- Q.7. Give step-by-step procedure followed by the bell desk for handling:
 (a) Scanty baggage guest
 (b) Left luggage (5+5=10)
- Q.8. Differentiate between the following (**any five**):
 (a) Front of the house and back of the house.
 (b) Door attendants and valet parking attendants.
 (c) Overstay and stayover.
 (d) Skipper and DNCO.
 (e) Fixed time-share and floating time-share
 (f) No-show and walk-in
 (g) Referral group and Franchise. (5x2=10)
- Q.9. Define the term 'time-share'. Discuss the various methods of use of time-share and the advantages of time-share hotels. (10)
- Q.10. Match the following and French terms with their English meaning::
 (a) Mercredi (i) Thank you
 (b) Bon jour (ii) August
 (c) L'été (iii) Wednesday
 (d) Salle de bains (iv) Summer
 (e) S'il vous plait (v) Room
 (f) Aout (vi) Please
 (g) Cinq (vii) See you soon
 (h) Chambre (viii) Five
 (i) A bientôt (ix) Good morning
 (j) Merci (x) Bathroom (10x1=10)
