

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

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. 'First impression is the last impression which is created by front office department. Justify this statement. (10)

Q.2. Define hotel. Explain the classification of hotels.
OR
Explain the evolution and growth of hotels. (10)

Q.3. Explain various functions of Bell desk of four star hotel and draw one related format. (10)

Q.4. Explain various types of rooms available in a hotel. (10)

Q.5. Give hierarchy of the Front Office department of a five star hotel. List ten duties of Front Office Supervisor. (5+5=10)

OR

Give **ten** essential personality traits of a front office staff. (10)

Q.6. Explain Hotel Guest and Messages Handling Procedure with the help of a flow chart. (10)

Q.7. Draw a neat layout plan of five star hotel lobby and design a layout of multi system Front Office Counters.

OR

Enlist and give use of two each of automated, semi-automated and non-automated front office equipment. (10)

Q.8. Write short notes on **any two**:

- (a) Signification of tourism
- (b) Time share and condominium
- (c) Hospitality and its origin
- (d) Left luggage procedure followed by bell desk

(2x5=10)

Q.9. Give step-by-step procedure for baggage handling on FIT arrival. Support your answer with any **one** document used during the process.

(5+5=10)

Q.10. State True or False:

- (a) Light shows are part of Tourism Industry.
- (b) Another name of American plan is Bonjour.
- (c) Casino hotels are located in the heart of city.
- (d) Concierge is not a part of front office.
- (e) Doorman is also called as chauffer.
- (f) Many times guest complaints are beneficial to the hotel.
- (g) A quad room contains double-double bed.
- (h) Key and mail rack should be in clear view of the guest.
- (i) 'SPATT' means uniform staff.
- (j) Key card and welcome card are same things.

(10x1=10)
