

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

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. Classify hotels on the basis of following:

- | | |
|--------------------|----------------------|
| (a) Location | (b) Types of service |
| (c) Length of stay | (d) Theme |
| (e) Target market | |

(5x2=10)

OR

Define hotel. Mention different departments of a hotel. Explain essential qualities of Front Office personnel.

(2+3+5=10)

Q.2. Define Tourism. List and explain in brief factors that promote tourism.

(10)

OR

List the different sections of front office and briefly explain the activities of each section.

(5+5=10)

Q.3. Differentiate between (**any two**):

- | |
|------------------------------------|
| (a) Time share and condominium |
| (b) Concierge and information desk |
| (c) Tariff and plan |

(2x5=10)

Q.4. Draw a neat labeled diagram of 5-star hotel lobby.

(10)

Q.5. Explain the duties and responsibilities of Front Office Manager of a 5-star hotel.

(10)

Q.6. I Give the French for (**any five**):

- (a) Wednesday
- (b) April
- (c) Nine
- (d) Summer
- (e) Night
- (f) November
- (g) Tuesday

(5x1=5)

II Explain message handling procedure in a star hotel.

(5)

Q.7. List different types of hotel rooms available in star hotels and briefly describe them.

(10)

Q.8. Explain the functions of Bell desk.

(10)

Q.9. Write short notes (**any four**):

- (a) Supplementary accommodation
- (b) Franchise
- (c) Paging
- (d) Time share hotels
- (e) Left luggage

(4x2 ½ =10)

Q.10. A Write the full form of following terms (**any five**):

- (a) DNCO
- (b) CVGR
- (c) FHRAI
- (d) HRACC
- (e) OOO
- (f) IRCTC
- (g) FIT

B State True or False:

- (i) In Hotel's most visible section is housekeeping.
- (ii) Bell boys are part of uniform staff.
- (iii) Rooms are not a perishable product.
- (iv) Front office is a part of room division.
- (v) Small hotels in Switzerland are called suites.

(5+5=10)
