

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2013-2014**

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

---

(Marks allotted to each question are given in brackets)

---

Q.1. What is Tariff? Explain the various basis of charging the guest in hotel with suitable example.

**OR**

What is Rack Rate? Explain different factors which affect the room tariff.

(2+8=10)

Q.2. Draw a neat diagram of guest cycle. Explain each stage with activities involved.

(2+8=10)

Q.3. List the importance of reservation process in front office operations. Briefly describe the various sources of reservation.

**OR**

What are the different types of reservations? Explain the process of cancellation of reservation and draw necessary form.

(5+5=10)

Q.4. Define the following terms (**any ten**):

- |                        |                       |
|------------------------|-----------------------|
| (a) Corporate rate     | (b) Walking the guest |
| (c) Incidental charges | (d) No-shows          |
| (e) Stay over          | (f) Skipper           |
| (g) Floor limit        | (h) Due back          |
| (i) Cut off date       | (j) Key card          |
| (k) Walk in guest      | (l) Lock out          |
| (m) Rooming the guest  |                       |

(10x1=10)

Q.5. What is guest complaint? What steps are to be followed in order to resolve the complaint?

(2+8=10)

**OR**

Define guest history. How does it help in generating repeat business? Draw the format of guest history card.

(2+5+3=10)

Q.6. What is guest registration? Describe various methods of registration used in hotel with necessary format.

(2+8=10)

Q.7. Write short notes on the following (**any two**):

- |                             |                        |
|-----------------------------|------------------------|
| (a) Pre – registration      | (b) Key control system |
| (c) Room selling techniques | (d) Over booking       |

(2x5=10)

Q.8. Explain the co-ordination between Front Office and Housekeeping in terms of Room Inventory Control.

(10)

Q.9. Match the following:

- |                        |                                  |
|------------------------|----------------------------------|
| (a) No post            | (i) Mid price                    |
| (b) Shoulder period    | (ii) On check out                |
| (c) Account receivable | (iii) Desirable situation        |
| (d) Zero out           | (iv) House keeping               |
| (e) ADR                | (v) Room not sold out by mistake |
| (f) PAR                | (vi) Night auditor               |
| (g) Occupancy report   | (vii) V.P.O.                     |
| (h) On change status   | (viii) Daily                     |
| (i) Sleep out          | (ix) Scanty baggage              |
| (j) Sleeper            | (x) Spent night out              |

(10x1=10)

Q.10. State True or False:

- (a) Bounced reservation is also known as Walk Out Guest.
- (b) House limit is also termed as Charge Privilege.
- (c) FAM tours are organized by Tour Operator.
- (d) Total no. of guest present in the hotel is calculated as House Count of the hotel.
- (e) Day rate is generally offered in Transit Hotel.
- (f) Rate cutting is generally done off season.
- (g) One day room tariff, as retention charges, is generally charged by hotel on cancellation.
- (h) Cut off time is also known as Release Time.
- (i) Booking diaries are also known as Red Book.
- (j) The skill of offering room of higher category than already anticipated to the guest is known as Top Down method.

(10x1=10)

\*\*\*\*\*