

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

COURSE : Diploma in Front Office Operation  
SUBJECT : Front Office Operation  
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. Explain the following in one or two lines (**any five**):
- |                      |                                |
|----------------------|--------------------------------|
| (a) Visa             | (b) C Form                     |
| (c) Location form    | (d) Card key                   |
| (e) Check-out        | (f) Travel agent voucher       |
| (g) Tourism          | (h) Heritage hotel             |
| (i) Room tariff card | (j) Property Management System |
- (5x2=10)

- Q.2. Write short notes on the following (**any two**):
- (a) Paging
  - (b) Pre-registration
  - (c) Functions of reservation section
  - (d) Classification of hotels on the basis of location
- (2x5=10)

- Q.3. Explain in detail the essential qualities of a front office personnel.
- OR**
- Differentiate between Passport and Visa.
- (10)

- Q.4. What is the lobby of a hotel? What offices are located in the lobby of a hotel?
- OR**
- Write an essay on front office accounting cycle.
- (10)

- Q.5. What is the meaning of reservation? What are the various modes of making a reservation?
- (10)

- Q.6. Explain the duties and responsibilities of a lobby manager.
- (10)

- Q.7. To what extent receiving, greeting and welcoming the guest is important in hotels?  
(10)
- Q.8. Explain the procedure by which a hotel ensures the delivery of guest message.  
(10)
- Q.9. Why do you think that front office should co-ordinate with other departments of a hotel?  
(10)
- Q.10. State True or False:
- (a) The concierge is a member of the uniformed services.
  - (b) The flora of a country is a natural resource.
  - (c) Fauna refers to the plant life of a country.
  - (d) Housekeeping is part of the accommodation division.
  - (e) A well groomed person conveys reliability.
  - (f) The Guest Relations Executive sits in the back office of the front office.
  - (g) One of the competencies of a telephone operator is to keep confidentiality.
  - (h) The first step in accepting a credit card by a cashier is to check if it is blacklisted.
  - (i) Message is the subject matter of communication.
  - (j) Amadeus is an example of Global Distribution System.
- (10x1=10)

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