

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

COURSE : 2nd 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. List various sources of reservation for a hotel and explain each.

OR

Explain various stages of guest cycle.

(10)

Q.2. Explain the interdepartmental relation of front office with housekeeping and F&B Service.

(10)

Q.3. Define tariff. Explain the different types of tariffs in a hotel.

(2+8=10)

OR

List the various activities in pre-registration of guest. Draw the format of G.R.C.

(6+4=10)

Q.4. Explain different types of food plan and justify their suitability to different hotels.

(10)

Q.5. Draw the flowcharts involving various steps of registration process for F.I.Ts and groups.

(5+5=10)

Q.6. Write short notes on **any four**:

- (a) Key handling
- (b) Overbooking
- (c) Hubbart formula
- (d) Guest history
- (e) Cancellations

(4x2 ½ =10)

Q.7. Define upselling. Discuss the detail of room selling techniques used in front office.
(2+8=10)

Q.8. Explain the various types of complaints in detail by giving suitable examples.
(10)

Q.9. Draw the formats for the following (**any two**):

- (a) C-form
- (b) Guest history card
- (c) Density chart
- (d) Advance letting chart

(2x5=10)

Q.10. Match the following:

- | | |
|------------------|----------------------------|
| (a) Upgrading | (i) Loose leaf |
| (b) Amendments | (ii) Paging |
| (c) Guest folio | (iii) Not checking out |
| (d) Demi-pension | (iv) Galileo |
| (e) Stay | (v) Manual system |
| (f) Whitney slip | (vi) Walk out |
| (g) Stay over | (vii) Better accommodation |
| (h) GDS | (viii) Half board |
| (i) F-form | (ix) Changes |
| (j) Skipper | (x) Bill |

(10x1=10)
