

ROLL No.....

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

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. What do you understand by tourism industry? What are its economic benefits?
OR
Briefly introduce core areas of a five star hotel. (10)
- Q.2. Explain classification of hotels on the basis of clientele.
OR
What are supplementary accommodations? Explain them in detail. (10)
- Q.3. Discuss the role of front office and its various sections. (10)
- Q.4. Explain the duties and responsibilities of a front office desk cashier. (10)
- Q.5. Write various features of entrance and lobby of a five star hotel. (10)
- OR**
- (a) Draw a layout plan of the lobby.
(b) Enlist the equipment used at front office counter. (5+5=10)
- Q.6. What do you understand by concierge? Elaborate on the functions performed at the concierge. (10)
- Q.7. Write short notes on **any two**:
(a) Franchise hotels (b) Referral hotels
(c) Heritage hotels (d) H.R.A.C.C (2x5=10)

Q.8. Define the time share hotels. How are they different from hotel business? (10)

Q.9. Describe in detail about handling of guest's luggage. Prepare formats. (10)

Q.10. (A) Match the following:

- | | |
|----------------|----------------------|
| (a) Lanai | (i) Living room |
| (b) Monday | (ii) Garden |
| (c) Spring | (iii) Hiver |
| (d) Pent house | (iv) Cinquante |
| (e) Twenty | (v) Terrace |
| (f) Winter | (vi) Vendredi |
| (g) Studio | (vii) Lundi |
| (h) Fifty | (viii) Multi-utility |
| (i) Friday | (ix) Vingt |
| (j) Parlour | (x) Printemps |

($\frac{1}{2} \times 10 = 5$)

(B) Translate into English.

- (i) Comment allez-vous?
- (ii) Quel jour est on?
- (iii) Bienvenue à l'hôtel.
- (iv) Chambre pour deux personnes.
- (v) Belle dame.

(1x5=5)
