

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR – 2016-2017

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Front Office Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is the importance of Front Office department? Briefly explain the sub-sections of Front Office with their functions.

(4+6=10)

OR

Explain the evolution and growth of hospitality industry.

(10)

Q.2. Write the job description of a “Front Office Manager”.

OR

Draw an organisation chart of a front office department of a large hotel of 350 rooms.

(10)

Q.3. Explain the Message Handling Procedure in a hotel.

(10)

OR

What do you mean by “Tariff”? What are the factors affecting the room tariff?

(2+8=10)

Q.4. Draw the “Guest Cycle” and explain its different phases with importance.

(5+5=10)

OR

What is reservation and what is its importance to the hotel and to the guest? List the “sources” and “modes” of reservation.

(6+4=10)

Q.5. What are different type of rooms in a hotel? Explain atleast **ten**.

(10)

Q.6. Differentiate between (**any five**):

- (a) Time Share and Condominium
- (b) American Plan and Continental Plan
- (c) Chain Hotel and Independent Hotel
- (d) Confirmed Reservation and Tentative Reservation
- (e) Cancellation and Amendments
- (f) Cut-off Date and Cut-off Time
- (g) Over stay and stay over

(5x2=10)

Q.7. Draw the format (**any two**):

- (a) Form "C"
- (b) GRC
- (c) Reservation Form

(2x5=10)

Q.8. Write short notes (**any two**):

- (a) Interdepartmental co-ordination
- (b) Food Plans
- (c) Concierge
- (d) Type of Reservation

(2x5=10)

Q.9. Explain the following terms:

- | | | |
|------------------|--------------------|-------------------|
| (a) No Show | (b) Heritage Hotel | (c) Cabana |
| (d) GRE | (e) Paging | (f) Overbooking |
| (g) Motel | (h) Location Form | (i) American Plan |
| (j) Casino Hotel | | |

(10x1=10)

Q.10. Expand the acronyms:

- | | | |
|------------|--------------|------------|
| (a) G.I.T. | (b) R.N.A. | (c) D.N.A. |
| (d) S.B. | (e) E.C.O. | (f) SPATT |
| (g) S.O.P. | (h) C.V.G.R. | (i) O.O.O. |
| (j) B.T.C. | | |

(10x1=10)
