

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2018-2019

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. (a) What is overbooking?
(b) What precautions would you take during the process of overbooking?
OR
(a) What is a guaranteed reservation?
(b) As a reservationist, what are the points to be considered while accepting a reservation request from a guest?
(5+5=10)
- Q.2. (a) What is a C-Form?
(b) Explain the registration process for FFIT guest in a five-star hotel.
OR
(a) What are pre-registration activities?
(b) Explain in detail the advantages of pre-registration activities in a hotel.
(5+5=10)
- Q.3. As a front office assistant, how would you take group reservation in a commercial hotel for a group of 30 persons?
OR
What are the advantages of reservation from a guest and hotel perspective?
(10)
- Q.4. Draw a neat format of a hotel room tariff card and discuss the different types of food plans available for the guest.
(10)
OR
Discuss in brief the different types of room tariff offered to the guest. How does competition, services and amenities play an important role in fixing up a room tariff?
(5+5=10)
- Q.5. Explain the different stages of guest cycle in a star hotel.
(10)
- Q.6. Explain the typical steps involved in registration of a hotel guest on arrival.
(10)
- Q.7. Discuss the inter-departmental co-ordination between front office:
(a) Housekeeping and
(b) Food & Beverage Services
(5+5=10)
- Q.8. How would you handle the following situations?
(a) A guest who has lost his air ticket.
(b) A guest who is disturbed during his sleep.
(c) A guest who wants to register with a pet.
(d) A tipsy guest.
(e) Theft in a guest room.
(5x2=10)
- Q.9. Explain the following in short (**any two**):
(a) Room selling techniques
(b) Sources of reservation
(c) Flow chart for mail handling procedure
(d) Importance of key handling in hotel
(2x5=10)

- Q.10. Give the correct word (s) for:
- (a) Total number of guest in the hotel.
 - (b) Whitney slips are colour coded to show.
 - (c) Changes in reservation details.
 - (d) Food plan which includes breakfast and dinner.
 - (e) Room rates offered without any discounts.
 - (f) Date given by reservationist to make the reservation confirmed.
 - (g) Worldwide computerized reservation network.
 - (h) Guest checks out before his scheduled date of departure.
 - (i) Guest who are barred in the hotel.
 - (j) Verbal mode for making a reservation in the hotel.

(10x1=10)
