

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2017-2018

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. Define Tourism. What are the various components of Tourism? State different purposes for which people undertake Tourism.

(2+4+4=10)

OR

What is a Hotel? Write a note on evolution of hotel industry around the world.

(2+8=10)

Q.2. Classify types of hotel. Explain clientele based hotels in brief.

(5+5=10)

OR

What are types of location based hotel? Describe **any four** location based hotels on given parameters – Location, Clientele, Room Rate, Duration of stay, Atmosphere, Services offered.

(4+6=10)

Q.3. Draw a neat lobby lay-out of a five star business hotel.

(10)

Q.4. Define the following (**any five**):

- | | |
|----------------------|--------------------|
| (a) Suite room | (b) Cabana room |
| (c) Condominium | (d) Adjoining room |
| (e) Hospitality room | (f) Boutique hotel |
| (g) Heritage grand | |

(5x2=10)

Q.5. Define Front Office. Explain the various functional areas of Front Office.

(2+8=10)

OR

Draw an organisational chart of five star hotel in India.

(10)

Q.6. What is Time Share in Hotels? Classify their types. Explain **any two** with example.

(2+2+6=10)

Q.7. Explain the duties and responsibilities of the following (**any two**):

- (a) Lobby Manager (b) Bellboy
(c) Room Reservationist

(2x5=10)

Q.8. Write a note on luggage handling process at the arrival stage. Support answer with necessary documents drawn in prescribed format.

(5+5=10)

OR

Explain message handling and mail handling process with supported document.

(10)

Q.9. Match the following:

- | | |
|-------------------|---------------------|
| (a) Dimanche | (i) Summer |
| (b) L'hiver | (ii) Thursday |
| (c) Dix-huit | (iii) Tomorrow |
| (d) Demain | (iv) Winter |
| (e) Jeudi | (v) Eighteen |
| (f) Hier | (vi) Sunday |
| (g) L'e'te | (vii) Sixty eight |
| (h) Soixante-huit | (viii) Good evening |
| (i) Bonjour | (ix) Yesterday |
| (j) Bonsoir | (x) Good morning |

(10x1=10)

Q.10. State True or False:

- (a) Floatel entertains walk in guest.
(b) All transit hotel can be airport hotel but all the airport hotel cannot be transit hotel.
(c) Left luggage is the lost and found luggage of guest.
(d) B&B hotels only offer room with breakfast.
(e) Telephone operator is responsible for giving the wakeup call service.
(f) Studio room offer facility of sofa-cum-bed.
(g) Receptionist makes the forecast of the future arrivals.
(h) Front office manager prepares the duty roaster of the staff.
(i) Management contracted hotels are owned by management company.
(j) Orphanage can be categorized as clientele based hotel.

(10x1=10)
