

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2013-2014

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. Draw the organization chart of front office department and write the duties and responsibilities of a front desk agent.

OR

Draw the layout of front office department and indicate the location of various sections of front office department. (10)

Q.2. Define the term bell desk and give step-by-step procedure for left luggage handling.

OR

Explain the various functions of bell desk area (**any ten**): (10)

Q.3. Trace the history of hotel industry. Enlist the name, year of foundation, parent company and product line of **five** Indian and **five** international hotel chains. (10)

Q.4. Define the term hotel and classify it on different basis. Also give the single and double room sizes of star categorized hotels.

OR

Define the term *inn*. Give **any eight** examples of supplementary accommodation and explain each briefly. (10)

Q.5. Define the term *movement list* and give step-by-step procedure for check-in of a guest.

OR

Briefly explain **any ten** personality traits of front line staff. (10)

Q.6. Differentiate between timeshare and condominium.

OR

Define the term timeshare hotel. Classify the different types of timeshare.

(10)

Q.7. Write short notes on **any five**:

- (a) Errand card
- (b) Commissionaire
- (c) Chalet
- (d) Inn
- (e) Referral
- (f) Suite room
- (g) Tavern

(5x2=10)

Q.8. Enlist the various equipment used in automated, semi-automated and non-automated front office department.

(10)

Q.9. Differentiate between **any five**:

- (a) Adjoining and adjacent room
- (b) Chain hotel and referral hotel groups
- (c) Cabana and lanai room
- (d) Skipper and sleeper
- (e) FIT and GIT
- (f) Front office and reception
- (g) Bell hop and concierge

(5x2=10)

Q.10. Give the French equivalent of following:

- (a) Monday
- (b) January
- (c) Summer
- (d) One hour
- (e) White
- (f) Hundred
- (g) Good morning
- (h) Black
- (i) Saturday
- (j) Winter

(10x1=10)
