

ROLL No.....

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

COURSE : 2nd Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Front Office Management
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define tourism. Explain different components of tourism industry. (5+5=10)

Q.2. Explain **four** methods of guest bills settlement. (10)

Q.3. Draw layout of lobby of a five star hotel. Explain the factors to be kept in mind while considering lobby design.

OR

Draw layout of back office of a five star hotel. List **ten** front office equipment being readily used by front office executives. (10)

Q.4. Write short notes (**any two**): (2x5=10)

- (a) Express Check Out
- (b) Mission Statement
- (c) Passport and Visa Requirement
- (d) Pricing Practices

Q.5. Explain the following in detail (**any two**): (2x5=10)

- (a) Upselling
- (b) Discounts
- (c) Intermediaries
- (d) Dynamic packaging

Q.6. Explain key control systems and procedures followed in star hotels. (10)

Q.7. Enlist the selection criteria of PMS in hotel. List **ten** features of Fidelio or Shawman. (10)

Q.8. Give the formula to calculate;
(a) % of Walk Ins
(b) % of Over Stay
(c) % of Understay
(d) Occupancy Percentage
(e) Average Daily Rate (5x2=10)

Q.9. List the important licences and permits required to set up a hotel. (10)

Q.10. Explain the role of Front Office in managing the following situations:
(a) Theft in guest room.
(b) Change of room request (5+5=10)

OR

List and explain ways to handle guest complaints. (10)
