

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

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. Explain the factors to be considered while purchasing and installing PMS in a five star hotel.

OR

Discuss the importance of a PMS in regard to the smooth functioning of hotel operations.

(10)

Q.2. (a) What are the different factors to be kept in mind while designing a lobby?

(b) Draw a neatly labeled diagram of a front office lobby.

(5+5=10)

Q.3. List the different types of hospitality customers and discuss the characters of a business traveller and a pleasure traveller.

(4+6=10)

Q.4. What is Yield Management? What are the benefits of yield management?

(3+7=10)

Q.5. Explain the **three** most important methods of pricing hotel room.

OR

What are the factors that may affect hotel room pricing citing examples?

(10)

Q.6. Write short notes on **any two**:

(a) Key control

(b) Passport

(c) VISA

(d) Moments of truth

(2x5=10)

Q.7. Write in brief how to handle the following emergency situations in a hotel (**any two**):

- (i) A resident guest's death occurs during his stay.
- (ii) Guest complaining about her jewellery been stolen from the room.
- (iii) Hotel receives a bomb threat call.
- (iv) Outbreak of a fire on a particular floor in the hotel.

(2x5=10)

Q.8. Explain the entire procedure of a group departure.

OR

Discuss the different steps maintained during a foreigner guests checkout.

(10)

Q.9. Give the full forms of (**any ten**):

- | | |
|-----------|----------|
| (a) FRRO | (b) BTC |
| (c) EDC | (d) VPO |
| (e) FHRAI | (f) IHA |
| (g) GIT | (h) FEMA |
| (i) ECO | (j) ADR |
| (k) POS | (l) ARG |

(10x1=10)

Q.10. Write in **two or three** lines only (**any five**):

- (a) Downgrading
- (b) Magnetic key
- (c) Call screening
- (d) International Hotel Regulation Act
- (e) Stay over
- (f) Accident book

(5x2=10)
