

ROLL No.....

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

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Front Office Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define tourism alongwith its importance in overall growth of a nation.

OR

Briefly explain core departments of hotel with special reference to Front Office alongwith a diagram.

(10)

Q.2. Explain five star classification of hotel in details.

(10)

OR

Explain the following:

- (a) Heritage hotel
- (b) Time share resort
- (c) Ecotel
- (d) Boutique hotel
- (e) Franchise hotel

(5x2=10)

Q.3. Define the following types of room:

- (a) Lanai room
- (b) Cabana room
- (c) Junior suite
- (d) Pent house suite
- (e) Twin room
- (f) Studio room
- (g) Interconnected room
- (h) Duplex room
- (i) Efficiency room
- (j) Hollywood room

(10x1=10)

Q.4. Briefly explain all the stages of guest cycle.

(10)

Q.5. Draw the hierarchy chart for a five star hotel and explain the duties and responsibilities of Front Office Manager.

OR

Draw and label the reception desk and explain the duties and responsibilities of Lobby Manager.

(10)

Q.6. Explain **ten** types of room rate in details.

OR

Write the factors influencing the room tariffs of a hotel.

(10)

Q.7. Explain the process of reservation alongwith a flow diagram.

(10)

Q.8. Explain the following in details alongwith **two** examples:

- (a) PMS
- (b) CRS
- (c) GDS
- (d) Intersell

(4x2 ½ =10)

Q.9. Explain the process of cancellation with the help of a flow diagram.

(10)

Q.10. Explain the essential traits of Front Office Executive.

(10)
