

ROLL No.....

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

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

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(Marks allotted to each question are given in brackets)

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Q.1. What is the importance and criticalities of Front Office department? Briefly explain sub sections of front office with their functions.

(4+6=10)

**OR**

Explain the evolution and growth of hospitality industry.

(10)

Q.2. What is the difference between "Job Description" and "Job Specification"? Write the job description of a Front Office Manager.

**OR**

Define hierarchy. Draw an organization chart of a front office department of a large hotel.

(2+8=10)

Q.3. Draw the "Guest Cycle". Explain its different phases with importance.

(5+5=10)

**OR**

What is reservation and what is its importance to the hotel and to the guest? List the "sources" and "modes" of reservation.

(6+4=10)

Q.4. Explain the Mail Handling Procedure in a hotel.

(10)

**OR**

What do you mean by "Tariff"? What are the factors affecting room tariff?

(2+8=10)

Q.5. Draw the format (**any two**):

(a) Reservation Form (b) Message Slip (c) Guest Registration Card

(2x5=10)

Q.6. What are different types of rooms in a hotel? Explain atleast **ten**. (10)

Q.7. Write short notes (**any two**):

- (a) Inter-departmental co-ordination
- (b) Types of reservation
- (c) Concierge
- (d) Food plans

(2x5=10)

Q.8. Differentiate between (**any five**):

- (a) Confirmed reservation and tentative reservation
- (b) Chain hotel and independent hotel
- (c) Over stay and Stay over
- (d) Cutoff date and cutoff time
- (e) American plan and continental plan
- (f) Cancellation and amendments
- (g) Time share and condominium

(5x2=10)

Q.9. Explain the following terms:

- (a) Motel
- (b) Boutique hotel
- (c) Pent house
- (d) GRE
- (e) Paging
- (f) Overbooking
- (g) No show
- (h) Heritage hotel
- (i) Location form
- (j) Modified American plan

(10x1=10)

Q.10. Expand the acronyms:

- (a) O.O.O.
- (b) R.N.A.
- (c) F.H.R.A.I.
- (d) C.V.G.R.
- (e) D.N.A.
- (f) S.O.P.
- (g) SPATT
- (h) S.B.
- (i) E.C.O.
- (j) F.I.T.

(10x1=10)

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