

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)

ROLL No.....

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

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. 'First impression is the last impression which is created by front office department. Justify this statement. (10)
- Q.2. Define hotel. Explain the classification of hotels. (10)
OR
Explain the evolution and growth of hotels.
- Q.3. Explain various functions of Bell desk of four star hotel and draw one related format. (10)
- Q.4. Explain various types of rooms available in a hotel. (10)
- Q.5. Give hierarchy of the Front Office department of a five star hotel. List ten duties of Front Office Supervisor. (5+5=10)
OR
Give ten essential personality traits of a front office staff. (10)
- Q.6. Explain Hotel Guest and Messages Handling Procedure with the help of a flow chart. (10)
- Q.7. Draw a neat layout plan of five star hotel lobby and design a layout of multi system Front Office Counters. (10)
OR
Enlist and give use of two each of automated, semi-automated and non-automated front office equipment. (10)

- Q.8. Write short notes on any two: (2x5=10)
(a) Signification of tourism
(b) Time share and condominium
(c) Hospitality and its origin
(d) Left luggage procedure followed by bell desk
- Q.9. Give step-by-step procedure for baggage handling on FIT arrival. Support your answer with any one document used during the process. (5+5=10)
- Q.10. State True or False: (10x1=10)
(a) Light shows are part of Tourism Industry.
(b) Another name of American plan is Bonjour.
(c) Casino hotels are located in the heart of city.
(d) Concierge is not a part of front office.
(e) Doorman is also called as chauffeur.
(f) Many times guest complaints are beneficial to the hotel.
(g) A quad room contains double-double bed.
(h) Key and mail rack should be in clear view of the guest.
(i) 'SPATT' means uniform staff.
(j) Key card and welcome card are same things.

ROLL No.....

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016**

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. Classify hotels on the basis of following:

- | | |
|--------------------|----------------------|
| (a) Location | (b) Types of service |
| (c) Length of stay | (d) Theme |
| (e) Target market | |

(5x2=10)

OR

Define hotel. Mention different departments of a hotel. Explain essential qualities of Front Office personnel.

(2+3+5=10)

Q.2. Define Tourism. List and explain in brief factors that promote tourism.

(10)

OR

List the different sections of front office and briefly explain the activities of each section.

(5+5=10)

Q.3. Differentiate between (any two):

- | |
|------------------------------------|
| (a) Time share and condominium |
| (b) Concierge and information desk |
| (c) Tariff and plan |

(2x5=10)

Q.4. Draw a neat labeled diagram of 5-star hotel lobby.

(10)

Q.5. Explain the duties and responsibilities of Front Office Manager of a 5-star hotel.

(10)

Q.6. I Give the French for (any five):

- | |
|---------------|
| (a) Wednesday |
| (b) April |
| (c) Nine |
| (d) Summer |
| (e) Night |
| (f) November |
| (g) Tuesday |

(5x1=5)

II Explain message handling procedure in a star hotel.

(5)

Q.7. List different types of hotel rooms available in star hotels and briefly describe them.

(10)

Q.8. Explain the functions of Bell desk.

(10)

Q.9. Write short notes (any four):

- | |
|---------------------------------|
| (a) Supplementary accommodation |
| (b) Franchise |
| (c) Paging |
| (d) Time share hotels |
| (e) Left luggage |

(4x2 ½ =10)

Q.10. A Write the full form of following terms (any five):

- | | | | |
|-----------|----------|-----------|---------|
| (a) DNCO | (b) CVGR | (c) FHRAI | (g) FIT |
| (d) HRACC | (e) OOO | (f) IRCTC | |

B State True or False:

- | |
|--|
| (i) In Hotel's most visible section is housekeeping. |
| (ii) Bell boys are part of uniform staff. |
| (iii) Rooms are not a perishable product. |
| (iv) Front office is a part of room division. |
| (v) Small hotels in Switzerland are called suites. |

(5+5=10)

ROLL No.....

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017**

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. What do you understand by tourism industry? What are its economic benefits?
OR
Briefly introduce core areas of a five star hotel. (10)
- Q.2. Explain classification of hotels on the basis of clientele.
OR
What are supplementary accommodations? Explain them in detail. (10)
- Q.3. Discuss the role of front office and its various sections. (10)
- Q.4. Explain the duties and responsibilities of a front office desk cashier. (10)
- Q.5. Write various features of entrance and lobby of a five star hotel. (10)
OR
(a) Draw a layout plan of the lobby.
(b) Enlist the equipment used at front office counter. (5+5=10)
- Q.6. What do you understand by concierge? Elaborate on the functions performed at the concierge. (10)
- Q.7. Write short notes on any two:
(a) Franchise hotels (b) Referral hotels
(c) Heritage hotels (d) H.R.A.C.C (2x5=10)

- Q.8. Define the time share hotels. How are they different from hotel business? (10)
- Q.9. Describe in detail about handling of guest's luggage. Prepare formats. (10)
- Q.10. (A) Match the following:
(a) Lanai (i) Living room
(b) Monday (ii) Garden
(c) Spring (iii) Hiver
(d) Pent house (iv) Cinquante
(e) Twenty (v) Terrace
(f) Winter (vi) Vendredi
(g) Studio (vii) Lundi
(h) Fifty (viii) Multi-utility
(i) Friday (ix) Vingt
(j) Parlour (x) Printemps (½ x10=5)
- (B) Translate into English.
(i) Comment allez-vous?
(ii) Quel jour est on?
(iii) Bienvenue à l'hôtel.
(iv) Chambre pour deux personnes.
(v) Belle dame. (1x5=5)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2017-2018

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. Define Tourism. What are the various components of Tourism? State different purposes for which people undertake Tourism. (2+4+4=10)

OR

What is a Hotel? Write a note on evolution of hotel industry around the world. (2+8-10)

Q.2. Classify types of hotel. Explain clientele based hotels in brief. (5+5=10)

OR

What are types of location based hotel? Describe any four location based hotels on given parameters – Location, Clientele, Room Rate, Duration of stay, Atmosphere, Services offered. (4+6=10)

Q.3. Draw a neat lobby lay-out of a five star business hotel. (10)

Q.4. Define the following (any five):

- | | |
|----------------------|--------------------|
| (a) Suite room | (b) Cabana room |
| (c) Condominium | (d) Adjoining room |
| (e) Hospitality room | (f) Boutique hotel |
| (g) Heritage grand | |

(5x2=10)

Q.5. Define Front Office. Explain the various functional areas of Front Office. (2+8=10)

OR

Draw an organisational chart of five star hotel in India. (10)

Q.6. What is Time Share in Hotels? Classify their types. Explain any two with example. (2+2+6=10)

Q.7. Explain the duties and responsibilities of the following (any two):
(a) Lobby Manager (b) Bellboy
(c) Room Reservationist (2x5=10)

Q.8. Write a note on luggage handling process at the arrival stage. Support answer with necessary documents drawn in prescribed format. (5+5=10)

OR

Explain message handling and mail handling process with supported document. (10)

Q.9. Match the following:

- | | |
|-------------------|---------------------|
| (a) Dimanche | (i) Summer |
| (b) L'hiver | (ii) Thursday |
| (c) Dix-huit | (iii) Tomorrow |
| (d) Demain | (iv) Winter |
| (e) Jeudi | (v) Eighteen |
| (f) Hier | (vi) Sunday |
| (g) L'e'te | (vii) Sixty eight |
| (h) Soixante-huit | (viii) Good evening |
| (i) Bonjour | (ix) Yesterday |
| (j) Bonsoir | (x) Good morning |

(10x1=10)

Q.10. State True or False:

- (a) Floatel entertains walk in guest.
(b) All transit hotel can be airport hotel but all the airport hotel cannot be transit hotel.
(c) Left luggage is the lost and found luggage of guest.
(d) B&B hotels only offer room with breakfast.
(e) Telephone operator is responsible for giving the wakeup call service.
(f) Studio room offer facility of sofa-cum-bed.
(g) Receptionist makes the forecast of the future arrivals.
(h) Front office manager prepares the duty roster of the staff.
(i) Management contracted hotels are owned by management company.
(j) Orphanage can be categorized as clientele based hotel.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2018-2019

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. Define tourism. Discuss in detail the various reasons why people undertake travel. (10)
OR
Define hotel. Discuss the various facilities offered in a five-star hotel for its guests. (2+8=10)
- Q.2. Write short notes on any four of the following (minimum 100 words each):
(a) Motels (b) Franchise hotels
(c) Transit hotels (d) Star hotels
(e) Heritage hotels (f) Time share hotels
(g) Standalone (h) Casino hotels (4x 2 ½ =10)
- Q.3. Draw the organization chart of front office department of a five star hotel. (10)
- Q.4. List different types of hotel rooms available in star hotels and briefly describe them. (10)
- Q.5. A Write French word for the following (any five):
(a) Monday (b) Winter (c) December
(d) Day (e) Hello (f) June
(g) 11.30 AM (h) One (5x1=5)
B Explain the procedure for handling guest messages in a five-star hotel. (5)
- Q.6. Explain in detail the functions of bell desk. (10)
- Q.7. Draw a neat layout of a five-star hotel lobby including the 'back office areas'. Label the layout clearly.
OR
List the equipment used in non-automated, semi-automated and fully automated front office system. Give the use of two equipment in each system. (10)
- Q.8. Explain in detail ten personality traits required for front office personnel.
OR
Explain the various sections of front office in detail. (10)
- Q.9. Match the following:
(a) Skipper (i) Small hotel – Switzerland
(b) Reception (ii) Electronic keys
(c) DNCO (iii) Commissionaire
(d) HRACC (iv) Cashier
(e) Doorman (v) Guest registration card
(f) Referral (vi) Star ratings
(g) VPO (vii) Scanty baggage
(h) Left luggage (viii) Bell desk
(i) Card key (ix) OYO rooms
(j) Chalet (x) Did not check out (10x1=10)

Q.10. State True or False:

- (a) Lanai is not a lettable room.
(b) Cash float is the money that is paid by hotel on behalf of the guest.
(c) Hotels with recreational facilities are resorts.
(d) Guests from travel agency are FITs.
(e) Room tariff always include meals.
(f) F&B is a sector of hospitality industry.
(g) Suite rooms are not spacious.
(h) Wake up calls are given to the guests in a five star hotel.
(i) Bell boy is a part of uniform service staff.
(j) Supplementary accommodation includes hostels.

(10x1=10)

FO/ODD/DEC/18-19/04/NC

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