

ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is Tariff? Explain the various basis of charging the guest in hotel with suitable example.

OR

What is Rack Rate? Explain different factors which affect the room tariff. (2+8=10)

Q.2. Draw a neat diagram of guest cycle. Explain each stage with activities involved. (2+8=10)

Q.3. List the importance of reservation process in front office operations. Briefly describe the various sources of reservation.

OR

What are the different types of reservations? Explain the process of cancellation of reservation and draw necessary form. (5+5=10)

Q.4. Define the following terms (any ten):

- | | |
|------------------------|-----------------------|
| (a) Corporate rate | (b) Walking the guest |
| (c) Incidental charges | (d) No-shows |
| (e) Stay over | (f) Skipper |
| (g) Floor limit | (h) Due back |
| (i) Cut off date | (j) Key card |
| (k) Walk in guest | (l) Lock out |
| (m) Rooming the guest | |

(10x1=10)

Q.5. What is guest complaint? What steps are to be followed in order to resolve the complaint? (2+8=10)

OR

Define guest history. How does it help in generating repeat business? Draw the format of guest history card. (2+5+3=10)

Q.6. What is guest registration? Describe various methods of registration used in hotel with necessary format. (2+8=10)

Q.7. Write short notes on the following (any two):

- | | |
|-----------------------------|------------------------|
| (a) Pre – registration | (b) Key control system |
| (c) Room selling techniques | (d) Over booking |

(2x5=10)

Q.8. Explain the co-ordination between Front Office and Housekeeping in terms of Room Inventory Control. (10)

Q.9. Match the following:

- | | |
|------------------------|----------------------------------|
| (a) No post | (i) Mid price |
| (b) Shoulder period | (ii) On check out |
| (c) Account receivable | (iii) Desirable situation |
| (d) Zero out | (iv) House keeping |
| (e) ADR | (v) Room not sold out by mistake |
| (f) PAR | (vi) Night auditor |
| (g) Occupancy report | (vii) V.P.O. |
| (h) On change status | (viii) Daily |
| (i) Sleep out | (ix) Scanty baggage |
| (j) Sleeper | (x) Spent night out |

(10x1=10)

Q.10. State True or False:

- Bounced reservation is also known as Walk Out Guest.
- House limit is also termed as Charge Privilege.
- FAM tours are organized by Tour Operator.
- Total no. of guest present in the hotel is calculated as House Count of the hotel.
- Day rate is generally offered in Transit Hotel.
- Rate cutting is generally done off season.
- One day room tariff, as retention charges, is generally charged by hotel on cancellation.
- Cut off time is also known as Release Time.
- Booking diaries are also known as Red Book.
- The skill of offering room of higher category than already anticipated to the guest is known as Top Down method.

(10x1=10)

SUBJECT CODE: BHM153

EXAM DATE: 28.04.2015

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2014-2015

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define **any ten** types of room rent.
OR
What do you understand by a meal plan? Explain different meal plans offered by hotels. (10)
- Q.2. Describe the four phases of guest cycle.
OR
What are the functions of the front office department during the stay of a guest in a hotel? (10)
- Q.3. What do you understand by guest reservation? Draw a neat diagram of guest reservation form.
OR
The reservation department plays an important role in increasing efficiency of the hotel. Elaborate. (10)
- Q.4. Explain the flow of registration process.
OR
What is registration? Draw a registration form. (10)
- Q.5. Explain the utility of 'C' form. (10)
- Q.6. List possible causes of guest complaints. How these are handled by front office assistant? (10)

CODE: FO/02/APR-MAY/15/NC

Page 1 of 2

SUBJECT CODE: BHM153

EXAM DATE: 28.04.2015

- Q.7. Explain the procedure of mail delivery in a hotel. (10)
- Q.8. Why is inter-departmental co-ordination necessary in hotels? (10)
- Q.9. Differentiate between:
(a) Upselling and discounts
(b) Affiliated and non-affiliated reservation system (5+5=10)
- Q.10. Define the following in one or two sentences:
(a) CRS
(b) GDS
(c) Intersell Agency
(d) No-show
(e) Overbooking
(f) Overstay
(g) Understay
(h) Amendment
(i) SOP
(j) Travel Agencies (10x1=10)

CODE: FO/02/APR-MAY/15/NC

Page 2 of 2

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2015-2016

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What is registration? Explain the points to be followed while registering:
(a) Groups (b) VIP's
OR
(i) What is a self check-in terminal?
(ii) How self check-in is different from standard check-in?
(iii) Explain in brief the advantages and disadvantages of having self check-in terminals.
(2+4+4=10)
- Q.2. (a) What do you understand by the term 'Rack Rate'?
(b) Enlist and explain any **eight** types of special rates offered by hotels.
(2+8=10)
- Q.3. (a) What is Centralised Reservation System?
(b) Explain in detail the step by step procedure of booking a guest room.
(2+8=10)
OR
(a) Explain the difference between guaranteed and non-guaranteed reservation.
(b) Enlist any **three** situations in which a reservation request may be denied by a hotel.
(c) Draw a neat format of a reservation form.
(4+3+3=10)
- Q.4. Write short notes on **any five** of the following:
(a) Message and mail handling (b) Meal plans
(c) Retention charges (d) Overbooking
(e) Rooming a guest (f) Express check-in
(5x2=10)

- Q.5. 'Front office plays a crucial role in guest satisfaction by ensuring a comfortable safe and pleasant stay of all in-house guests'. Elaborate on the above statement citing suitable examples.
(10)

OR

Explain in detail the co-ordination of front office with following departments:

- (a) Housekeeping (b) Food & Beverage Service (c) Security
(4+3+3=10)

- Q.6. Define guest cycle. Explain in detail all stages of guest cycle.
(2+8=10)

- Q.7. (a) Enlist any **four** common guest complaints.
(b) What are the important points in handling guest complaints?
(4+6=10)

OR

- (a) 'Guest history record helps front office give better services to guests'. Justify the statement by giving the purpose and importance of maintaining guest history record.
(b) Give two situations in which maintaining record would help.
(8+2=10)

- Q.8. Differentiate between the following (**any two**):
(a) Upselling and discounting
(b) Modes and sources of reservations
(c) Manual and automated registration system
(2x5=10)

- Q.9. Explain the following terms in one or two sentences:
(a) CVGR
(b) Skipper
(c) C form
(d) Walk-in
(e) Demi-pension
(f) Scanty baggage
(g) No show
(h) Cutoff date
(i) Stay over
(j) Arrival list
(10x1=10)

- Q.10. A State True or False:
- (i) MARSHA is an example of central reservation system.
 - (ii) Guests who continue to stay in the hotel beyond their scheduled departure date are called stayovers.
 - (iii) Rates applicable to children below 12 years of age accompanying their parents is called family rate.
 - (iv) ADR refers to average double rate.
 - (v) European plan includes room rate and continental breakfast.

B Match the following:

Whitney system	Group arrival
GDS	Room rate
Rooming list	Guest location
Paging	Reservations
Rule of thumb	Amadeus

(5+5=10)

SUBJECT CODE: BHM153

EXAM DATE: 28.04.2017

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2016-2017

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. List various sources of reservation for a hotel and explain each.
OR
Explain various stages of guest cycle. (10)
- Q.2. Explain the interdepartmental relation of front office with housekeeping and F&B Service. (10)
- Q.3. Define tariff. Explain the different types of tariffs in a hotel. (2+8=10)
OR
List the various activities in pre-registration of guest. Draw the format of G.R.C. (6+4=10)
- Q.4. Explain different types of food plan and justify their suitability to different hotels. (10)
- Q.5. Draw the flowcharts involving various steps of registration process for F.I.Ts and groups. (5+5=10)
- Q.6. Write short notes on **any four**:
(a) Key handling
(b) Overbooking
(c) Hubbart formula
(d) Guest history
(e) Cancellations (4x2 ½ =10)

CODE: FO/03/APR-MAY/17/NC

Page 1 of 2

SUBJECT CODE: BHM153

EXAM DATE: 28.04.2017

- Q.7. Define upselling. Discuss the detail of room selling techniques used in front office. (2+8=10)
- Q.8. Explain the various types of complaints in detail by giving suitable examples. (10)
- Q.9. Draw the formats for the following (**any two**):
(a) C-form
(b) Guest history card
(c) Density chart
(d) Advance letting chart (2x5=10)
- Q.10. Match the following:
(a) Upgrading (i) Loose leaf
(b) Amendments (ii) Paging
(c) Guest folio (iii) Not checking out
(d) Demi-pension (iv) Galileo
(e) Stay (v) Manual system
(f) Whitney slip (vi) Walk out
(g) Stay over (vii) Better accommodation
(h) GDS (viii) Half board
(i) F-form (ix) Changes
(j) Skipper (x) Bill (10x1=10)

CODE: FO/03/APR-MAY/17/NC

Page 2 of 2