

Roll No.

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J-3474[S-1330]

[2037]

B.Sc.(ATHM) B.Sc.(ATM) (Semester - 3rd)

FRONT OFFICE OPERATIONS & REGISTRATIONS (B.Sc.(ATM)-306)

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section - A

Q1)

(15 × 2 = 30)

- a) Concierge.
- b) Duplex.
- c) DND.
- d) Paid out.
- e) Flotel.
- f) Lanai.
- g) HRACC.
- h) C-Form.
- i) Franchise.
- j) Commercial Hotel.
- k) Bell boy.
- l) Condominiums.
- m) Stayovers.
- n) Key Card.
- o) Rack-Rate.

P.T.O.

Section - B

(9 x 5 = 45)

- Q2)* List down the possible sources of reservation for a hotel.
- Q3)* Explain the procedure for handling guest complaint at the front desk.
- Q4)* What are the different types of rooms available in a hotel? Explain.
- Q5)* Give duties and responsibilities of a Front Office Assistant.
- Q6)* List down the tasks performed by a Night Auditor.
- Q7)* Describe the different types of food plans followed in different hotels.
- Q8)* Draw the organisational structure of Front Office of a large hotel.
- Q9)* How does Security department communicates and co-ordinates with front office? Give examples.
- Q10)* Explain the process of placing a wake-up call at the telephones.
- Q11)* Draw the format of a Registration Card.
- Q12)* Explain stepwise procedure of a guest check-out.
- Q13)* Explain room occupancy percentage. Also give what is housecount.

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