

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
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)

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)
