

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

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 are the various factors affecting room tariff?

OR

Explain the advantages and disadvantages of having different types of room rates and room categories in a hotel. (10)

Q.2. Discuss the importance of front office co-ordination with housekeeping department in a hotel. (10)

Q.3. Define registration. Draw the format of Guest Registration Card. (2+8=10)

OR

Explain the steps involved in handling guest complaints. (10)

Q.4. Describe four stages of 'Guest Cycle'. (10)

Q.5. Explain, with the help of a flow chart, registration process of a FIT walk-in guest in a five-star hotel.

OR

Explain the concept of Hubbart's formula in tariff structure. (10)

Q.6. Discuss the importance of maintaining guest history and also draw the format of guest history card. (10)

Q.7. Write short note on **any two**:

- | | |
|----------------------|--------------------------|
| (a) Hospitality desk | (b) Modes of reservation |
| (c) Upgrading | (d) Upselling |

(2x5=10)

Q.8. Explain the importance of "C FORM" in the hotel system with format.

OR

What are the advantages and disadvantages of self-check-in terminal?

(5+5=10)

Q.9. Differentiate between the following (**any two**):

- (a) Tentative and confirmed reservation
- (b) Mechanical and attitudinal complaint
- (c) Reservation and registration

(2x5=10)

Q.10. Match the following:

- | | |
|--------------------------|----------------------------------|
| (a) Pre-arrival | (i) All payment in cash |
| (b) Density chart | (ii) En-pension |
| (c) Scanty baggage guest | (iii) Endorsement |
| (d) Whitney system | (iv) During the stay |
| (e) American plan | (v) Reservation |
| (f) Guest room change | (vi) Non-automatic |
| (g) Departure | (vii) Rate cutting |
| (h) Visa | (viii) Magnetic strip |
| (i) Market based pricing | (ix) Settlement of guest account |
| (j) Card key | (x) Room availability |

(10x1=10)
