

**BASIC OPERATIONS OF FRONT OFFICE**

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Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. Define – House Count.
2. What are Referral hotels?
3. What is M.A.P.?
4. What is Duplex room?
5. Define – Franchise.
6. What is a Discrepancy Report?
7. What is Tariff?
8. Define – Eco hotel.
9. Define – Concierge.
10. Expand – HRACC.
11. Who is a bell boy?
12. What is Upselling?

PART B — (6 × 5 = 30 marks)

Answer any SIX questions.

13. Write short notes on methods of reservation.
  14. Write down the activities happening in the bell desk.
  15. Write short notes on Origin of Hotel Industry.
  16. Give some examples for records used in front office.
  17. Explain guest room changing procedure.
  18. Write short notes on express checkout.
  19. Differentiate time share property and Heritage property.
  20. Draw a neat sketch of guest registration form.
  23. What are the different types of keys used in front office?
  24. Draw the organization chart of front office department for a large hotel.
  25. Classify hotels based on location.
  26. What is left luggage? Write down the procedure for handling left luggage.
  27. Explain the duties of receptionists in detail.
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PART C — (5 × 10 = 50 marks)

Answer any FIVE questions.

21. Give the Job description of a Reservation Assistant.
22. How does Front Office Department Co-ordinates with other departments?

**ACCOMMODATION OPERATIONS**

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**Time : Three hours****Maximum : 100 marks****PART A — (10 × 2 = 20 marks)****Answer any TEN questions.**

1. Define Pent house.
2. What are Deodorants?
3. What is meant by distribution of work?
4. Define second service.
5. What is Baby sitting?
6. What is a key belt?
7. Define Sanitation.
8. What is water closet?
9. Define first aid.

10. What is a CABANA?
11. Write 4 examples of Guest room Amenities.
12. What is control desk?

PART B – (6 × 5 = 30 marks)

Answer any SIX questions.

13. Classify cleaning agents.
14. What is a floor burnishing machine?
15. Write short notes on various floor surfaces.
16. What is meant by guest amenity package?
17. Write down lost and found procedure.
18. Write some examples of records used in house keeping department.
19. Write down the procedure to clean a bathroom.
20. Write down the importance of housekeeping store.

PART C – (5 × 10 = 50 marks)

Answer any FIVE questions.

21. Draw a layout of housekeeping department of a five star deluxe hotel.

22. Explain various types of rooms in detail.
  23. Write down the bed making procedure elaborately.
  24. Explain how house keeping department co-ordinates with other departments.
  25. Write down the duties of a housekeeping floor supervisor.
  26. Explain various mechanical equipments used in house keeping department.
  27. Write down the different types of keys used in the hotels.
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