

BASIC OPERATIONS OF FRONT OFFICE

Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. What is Errand card?
2. Define – Twin room.
3. What is Concierge?
4. Expand – ITDC and F.I.T.
5. What is a Franchise?
6. Define – Tariff.
7. What is meant by Back to Back Booking?
8. What are Retention charges?
9. What is upselling?
10. Define O.O.O. and RNA.
11. What is a Heritage hotel?
12. What is a Brochure?

PART B — (6 × 5 = 30 marks)

Answer any SIX questions.

13. Write short notes on different plans.
14. What are the different methods of room reservation.
15. Write short notes on "Methods of Paging".
16. What is express check out?
17. What are the various records used in front office department?
18. Explain guest room changing procedure.
19. Write down the qualities needed for a front office Assistant.
20. Write the methods for handling safety deposit lockers.

PART C — (5 × 10 = 50 marks)

Answer any FIVE questions.

21. Draw the organization chart of front office department of a large hotel.
22. Explain the duties of Front Office Cashier.

23. What are the various types of keys used in hotels?
 24. Explain Group reservation in detail.
 25. Explain the check out procedure.
 26. How does front office department co-ordinates with other departments?
 27. Write down the job description of a reservation Assistant.
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ACCOMMODATION OPERATIONS

Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. Define – CABANA.
2. What is second service?
3. Define – Baby Sitting.
4. Write two examples of manual equipments used in House Keeping.
5. What is a control desk?
6. Define –Periodic Cleaning.
7. What is a water closet?
8. Define Pent House.
9. Write down the properties of a good detergent.
10. What is a Lanai?

11. What is First Aid?

12. What is a Key Belt?

PART B — (6 × 5 = 30 marks)

Answer any SIX questions.

13. Write short notes on linen room.

14. Write down the importance of House Keeping stores.

15. Draw a neat diagram of House maid's trolley and mark the parts.

16. Classify cleaning agents.

17. What are the various floor surfaces used in hotels.

18. What are the records present in House keeping department.

19. Write down the bathroom cleaning procedure step by step.

20. What is Lost and found? Write down the procedure for lost and found articles.

PART C — (5 × 10 = 50 marks)

Answer any FIVE questions.

21. Explain bed making procedure in detail.

22. What are the various types of keys used in hotels?

23. Why House Keeping is called "Nerve Centre" of the hotel.

24. Write down the Job description of Executive House Keeper.

25. Draw a neat layout of House Keeping department of a Five star deluxe hotel.

26. Write down the procedure for cleaning a check out room.

27. Write down the various Mechanical equipments used in House Keeping department.

