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Total No. of Pages : 02

Total No. of Questions : 09

B.Voc. (Tourism and Hospitality Management) (Sem.–1)

FUNDAMENTALS OF FRONT OFFICE

Subject Code : BVTHM-104-19

M.Code : 77180

Date of Examination : 17-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Write briefly :

- a. Concierge
- b. Travel Desk
- c. Over booking
- d. Guaranteed reservations
- e. Errand Card
- f. Suite room
- g. Crew
- h. OOO
- i. FIT
- j. Bell Desk.

SECTION-B

2. Explain in brief about the basic Activities that a Front office department performs in a hotel.
3. Draw a layout of front office department of a five star hotel.
4. Explain about the different types of rooms that are found in a five star hotel.
5. Give the job description of a Concierge.
6. Explain about the various sections of Front Office department.

SECTION-C

7. Explain about the various semi automated equipments used in a hotel. Explain about them in brief.
8. Explain in detail what guest cycle is? What are the activities performed by a hotel at every stage of guest cycle and why it so important?
9. Give step-by-step procedure for baggage handling on FIT arrival. Support your answer with any one document used during the process.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.