

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

First Semester BHMCT Degree Regular and Supplementary Examination December 2022

Course Code: FROT101**Course Name: FOUNDATION COURSE IN FRONT OFFICE OPERATIONS****Max. Marks: 100****Duration: 3 Hours****PART A***Answer all questions, each carries 1 marks.*

- | | Marks |
|---|-------|
| 1 _____ is located in the centre of the city | (1) |
| 2 _____ operates through telephone lines to receive and send official document. | (1) |
| 3 _____ are hotels which rotate on wheel. | (1) |
| 4 _____ are very small and expensive hotels catering to elite guest. | (1) |
| 5 _____ are travellers who plan their own trips and travel alone. | (1) |
| 6 _____ is movement of tourist to another country than where you live for purpose of business or leisure. | (1) |
| 7 _____ is an array of numbered compartments used to store guest room keys. | (1) |
| 8 _____ is a room located away from main building near to swimming pool or beach. | (1) |
| 9 _____ plan includes room rent and American breakfast. | (1) |
| 10 Hotels having rooms between 100 to 299 are known as _____ | (1) |

PART B*Answer all questions, each carries 2 marks.*

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|---|-----|
| 11 What is franchise hotels? | (2) |
| 12 Name any two manual equipments used in front office. | (2) |
| 13 What is a posting machine? | (2) |
| 14 Who is a skipper? | (2) |
| 15 What is time share hotel? | (2) |
| 16 Who is a bell boy? | (2) |
| 17 Define concierge? | (2) |
| 18 Expand HRACC and TAAI | (2) |

- 19 What is a suite room? (2)
20 What is a sub urban hotel? (2)

PART C

Answer any four questions, each carries 5 marks.

- 21 Classify hotels based on clientele. (5)
22 What are the duties and responsibilities of GRE? (5)
23 Explain the luggage handling procedure followed in bell desk? (5)
24 Define Tourism? What is the importance of tourism? (5)
25 What are time share hotels? What are the advantages of time share hotels? (5)
26 Front office is the nerve centre of hotel. Explain. (5)
27 What are the types of rooms in a hotel? (5)
28 What are the duties and responsibilities of front office assistant? (5)

PART D

Answer any three questions, each carries 10 marks.

- 29 What are the qualities required for a Front office personnel? (10)
30 Explain the different sections of Front office. (10)
31 Draw the organisational hierarchy of Front office of a large hotel. (10)
32 What is bell desk? What are the various functions performed in bell desk? (10)
33 What are the different types of accommodation available for the time share guests? (10)
34 Explain about the hotel core areas. (10)

Answer the questions, each carries 10 marks.

- 35 Classify hotels based upon the star classifications. (10)
36 What are the different types of guest in a hotel. (10)
