



Name: Roll No.:

Branch: Signature of Invigilator:

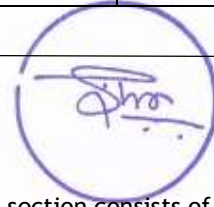
Semester: IVth

Date: 02/05/2022 (MORNING)

Subject with Code: HM214 FRONT OFFICE OPERATION - II

Marks Obtained	Section A (30)	Section B (20)	Total Marks (50)

INSTRUCTION TO CANDIDATE



1. The booklet (question paper cum answer sheet) consists of two sections. First section consists of MCQs of 30 marks. Candidates may mark the correct answer in the space provided / may also write answers in the answer sheet provided. The Second section of question paper consists of subjective questions of 20 marks. The candidates may write the answers for these questions in the answer sheets provided with the question booklet.
2. The booklet will be distributed to the candidates before 05 minutes of the examination. Candidates should write their roll no. in each page of the booklet.
3. Place the Student ID card, Registration Slip and No Dues Clearance (if applicable) on your desk. All the entries on the cover page must be filled at the specified space.
4. Carrying or using of mobile phone / any electronic gadgets (except regular scientific calculator)/chits are strictly prohibited inside the examination hall as it comes under the category of unfair means.
5. No candidate should be allowed to enter the examination hall later than 10 minutes after the commencement of examination. Candidates are not allowed to go out of the examination hall/room during the first 30 minutes and last 10 minutes of the examination.
6. Write on both side of the leaf and use pens with same ink.
7. The medium of examination is English. Answer book written in language other than English is liable to be rejected.
8. All attached sheets such as graph papers, drawing sheets etc. should be properly folded to the size of the answer book and tagged with the answer book by the candidate at least 05 minutes before the end of examination.
9. The door of examination hall will be closed 10 minutes before the end of examination. Do not leave the examination hall until the invigilators instruct you to do so.
10. Always maintain the highest level of integrity. Remember you are a BITian.
11. Candidates need to submit the question paper cum answer sheets before leaving the examination hall.

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)

CLASS:BHMCT
BRANCH:HMCT

SEMESTER: IV
SESSION: SP/22

SUBJECT: HM 214 Front Office Operation - II

TIME: 2 Hrs.

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 2 sections of 30 marks and 20 marks respectively.
 2. Candidates may attempt all questions maximum of 50 marks.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
-

Section A

Multiple Choice Questions (30x1= 30Marks)

- Q1. Hotels located at the centre of the city in busy commercial and shopping districts are
a) Downtown b) Suburban c) Resort d) Motel
- Q2. Pricing plan with room charges only is called
a) American Plan b) Modified American Plan
c) European Plan d) Continental Plan
- Q3. Which would be considered as mobile lodging?
a) Rotels b) caravans c) Cruise liners d) All the above
- Q4. One who makes room reservations and controls the supply of rooms for sale
a) Front Office Manager b) Front Office Supervisor
c) Registration Assistant d) Reservation Assistant
- Q5. Where will you find a Lost & Found section in a hotel?
a) Front Office b) F&B c) Housekeeping d) Concierge
- Q6. Which among these would fall under special interest groups?
a) Single woman b) Youth c) Families d) Anglers
- Q7. Which among these is not the part of uniformed services?
a) Lobby desk b) Guest relations desk c) Concierge d) Bell desk
- Q8. First welcome to the guest is given by
a) Reservation Agent b) Concierge c) Doorman d) Lobby Manager
- Q9. A formal document that stipulates the duties and responsibilities of a job holder
a) Job description b) Job specification c) Job analysis d) Recruitment
- Q10. A yardstick for service performance
a) Customer satisfaction b) Service standard c) Service evaluation d) Delightment

Q11. A planned expenditure for the future taking into accounts various aspects of the business operations

- a) Expenses b) Budget c) Financing d) Accounts payable

Q12. A system of recovering maximum revenues from rooms during any given period

- a) Budget b) Financing c) Accounts receivable d) Yield Management

Q13. A communication procedure usually held with colleagues and subordinates to plan future action

- a) Telecommunication b) Meeting c) Briefing d) Debriefing

Q14. A set of behavioural traits and technical abilities that is suitable for a job

- a) Skills b) Competency c) Job specification d) Complementary skills

Q15. Changes made of records concerning a guests' stay

- a) Amendments b) Cancellation c) Termination d) Reservation

Q16. A confirmed booking that has been withdrawn by the guest often due to a change in plan

- a) Amendments b) Cancellation c) Termination d) Reservation

Q17. Charges for room plus breakfast and lunch or dinner

- a) American Plan b) Modified American Plan
c) European Plan d) Continental Plan

Q18. A rate for guests who are not staying for overnight

- a) Crib rate b) Day rate c) Package rate d) Trade rate

Q19. Worldspan is an example of

- a) CRS b) IDS c) GDS d) Hotel Website

Q20. Familiarization tour (FAM tour) is made in

- a) Pre-booking stage b) Pre-arrival stage
c) Arrival stage d) Post-group stay

Q21. A studied anticipation of room business

- a) Budget b) Sales forecast c) Sales summary d) Sales history

Q22. Rooms available for sale

- a) Occupancy b) Guaranteed booking c) Free sale d) Cancellation

Q23. To reserve a room on the room rack for a guest who is expected to arrive

- a) Arrivals b) Blocking c) Check-in d) Departures

Q24. Room that is being prepared by housekeeping for sale

- a) Late check-out b) Lock-out c) No show d) Not cleared

- Q25. Guests who extend their stay for a night
a) Skipper b) Sleep-out c) Stay-over d) Over-stay
- Q26. Value added services are provided to the guests by
a) Lobby Manager b) Guest Relation Executive
c) Bell desk d) Reception
- Q27. Which is not an essential feature of a lobby?
a) Bell desk b) Lounge chairs c) Cigarette stand d) Reception
- Q28. A resourceful person who provides personalized services to the guest
a) Concierge b) Lobby Manager c) Bell Boy d) Doorman
- Q29. Record of past hotel stays of guests is handled by
a) Concierge b) GRE c) Receptionist d) General Manager
- Q30. A repeated action is
a) Attitude b) Behaviour c) Beliefs d) Habit

Section B
Descriptive Type Questions (5x4= 20Marks)

- Q1. Discuss the front office staff organization of a large hotel.
- Q2. What is reservation? Discuss different sources of reservation.
- Q3. Briefly explain the role of reception as a sales department.
- Q4. Describe the entire registration process.
- Q5. How are emergencies dealt in a hotel? Illustrate with a suitable example.