This Question Paper consists of **4** questions and **5** printed pages.

इस प्रश्न-पत्र में **4** प्रश्न तथा **5** मुद्रित पृष्ठ हैं ।

Roll No. अनुक्रमांक | | | | | | | | | | | | |

Code No. कोड नं. **64/VOC/O**

Set - A

HOTEL FRONT-OFFICE OPERATIONS

होटल फ्रंट-ऑफिस ऑपरेशन्स

(360)

Day and Date of Examination _____
(परीक्षा का दिन व दिनांक)

Signature of Invigilators 1. _____
(निरीक्षकों के हस्ताक्षर)

2. _____

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.

2. Please check the Question Paper to verify that the total pages and total number of questions contained in the question paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.

3. For the objective type of questions, you have to choose any one of the four alternatives given in the question, i.e., (A), (B), (C) or (D) and indicate your correct answer in the answer-book given to you.

4. Making any identification mark in the answer-book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.

5. Answers for all questions, including matching, true or false, fill in the blanks, etc., are to be given in the answer-book only.

6. Write your Question Paper Code No. **64/VOC/O**, Set **A** on the answer-book.

सामान्य अनुदेश :

1. परीक्षार्थी प्रश्न-पत्र के पहले पृष्ठ पर अपना अनुक्रमांक अवश्य लिखें ।

2. कृपया प्रश्न-पत्र को जाँच लें कि प्रश्न-पत्र के कुल पृष्ठों तथा प्रश्नों की उतनी ही संख्या है जितनी प्रथम पृष्ठ के सबसे ऊपर छपी है । इस बात की जाँच भी कर लें कि प्रश्न क्रमिक रूप में हैं ।

3. वस्तुनिष्ठ प्रश्नों के लिए आपको प्रश्न के (A), (B), (C) अथवा (D) चारों विकल्पों में से कोई एक सही उत्तर चुनना है तथा अपने सही उत्तर को आपको उत्तर-पुस्तिका में लिखना है ।

4. उत्तर-पुस्तिका में पहचान-चिह्न बनाने अथवा निर्दिष्ट स्थानों के अतिरिक्त कहीं भी अनुक्रमांक लिखने पर परीक्षार्थी को अयोग्य ठहराया जाएगा ।

5. मिलान करना, सही अथवा ग़लत, रिक्त स्थान भरना आदि सहित सभी प्रश्नों के उत्तर, उत्तर-पुस्तिका में ही लिखें ।

6. अपनी उत्तर-पुस्तिका पर प्रश्न-पत्र का कोड नं. **64/VOC/O**, सेट **A** लिखें ।

HOTEL FRONT-OFFICE OPERATIONS

होटल फ्रंट-ऑफिस ऑपरेशन्स

(360)

Time allowed : ***2*** *Hours]* *[Maximum Marks :* ***40***

निर्धारित समय : ***2*** *घण्टे]* *[अधिकतम अंक :* ***40***

Note : ***All*** *questions are* ***compulsory*** *and carry marks as indicated against each questions.*

1. Fill in the blanks and write the correct answer in your answer-book : *1×10=10*

(a) A first aid box is maintained at the _____ .

(b) _____ hotels are located in the hills and beaches.

(c) When we divide room revenue with _____ _____ we obtain average room rate.

(d) A guest with confirmed reservation who does not arrive is called a _____ .

(e) Reservation informs the _____ of the next day's arrival.

(f) While receiving cash at Front Office, _____ receipt is made.

(g) The first one to notice the arrival of a guest is either the doorman or the _____ .

(h) A guest weekly bill has provision for _____ days.

(i) A guest is received and _____ at the reception.

(j) Guests wanting to stay in a hotel but who do not have a reservation are known as _____ .

2. State in your answer-book whether the following statements are *True* or *False* : $\frac{1}{2} \times 20 = 10$

(a) All long-distance calls are always routed through the operator.

(b) In case of burns cotton is applied.

(c) Objects and articles found unclaimed are deposited with Housekeeping.

(d) The departure time of a group is never pre-determined.

(e) If the guest is in a hurry, then the encashment certificate can be filled in later.

(f) A foreign national can settle the bill only in foreign currency.

(g) A 'C-Form' is filled for all the guests checking in at the hotel.

(h) Key control is not a part of the Front Office.

(i) A guest history card gives the details of the family history of the guest.

(j) Occupancy is equal to room count upon total number of guests multiplied by 100.

(k) A ruler can be used in place of splints in case of dislocation or breakage of bones.

(l) All the guest messages have to be treated as urgent and noted down properly.

(m) Front Office can be situated at the back area also.

(n) At the Front Office, you try and sell the services of the whole hotel.

(o) The Front Office cash is a part of Accounts and not a part of Front Office.

(p) Filling in the details of registration card before the guest arrives is never done.

(q) Religion is one of the reasons for people travelling.

(r) Guests can tell their problems only to a Guest Relation Assistant.

(s) Motels are situated near hill stations.

(t) In case of amendment in reservation, the reservation charts are updated.

3. Answer the following questions in brief : $2\frac{1}{2} \times 4 = 10$

(a) Classify the types of hotels according to the size of the hotel. $\frac{1}{2} \times 5 = 2\frac{1}{2}$

(b) What is Front Office ? Write a short note on the Reception section of the hotel. $1 + 1\frac{1}{2} = 2\frac{1}{2}$

(c) Write in brief the names of the types of modes of payments when the guest is checking out. Explain cash payment in short. $1\frac{1}{2} + 1 = 2\frac{1}{2}$

(d) Why is night auditing done in the night ? Mention any three responsibilities of the Night Auditor. $1 + \frac{1}{2} + \frac{1}{2} + \frac{1}{2}$

4. Answer the following questions elaborately : $5 \times 2 = 10$

(a) Mention any five qualities required for the Front Office staff members. Briefly mention the roles of a Front Office Assistant. $2\frac{1}{2} + 2\frac{1}{2}$

(b) As a receptionist, what will be the procedure to follow in case of fire ? 5