



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examination (December 2019)

School: Hotel Management

Program: B.Sc. H&HA

Course: Fundamentals Front Office

Course Code: HOM113

Semester: I

Max Marks: 50

Duration (mins): 120

Q1.Short answer questions(ANY 10) 10Marks

1. Define Hospitality.
2. What is a Motel?
3. What is Rack Rate?
4. What are Back of the house areas?
5. List 5 equipments use in Front office Department.
6. What is continental Plan?
7. What is a suite?
8. Expand SPATT & CIP.
9. What is Master Key?
- 10.What is an interconnecting room?
- 11.What is Day Rate?
- 12.What is MICE hotel?
13. Write two courtesy phrases while interacting with guests?

Q2. Answer the following (16 Marks)

1. Enlist the attributes of Front office personnels with examples?
2. What coordination is required between Front Office and Housekeeping department.
3. Enlist the duties and responsibilities of Front Office Manager.
4. What are the different procedures followed at the stage of departure?

Q3. Long answer questions(any three) (24 Marks)

1. What are the telephone handling etiquettes?
2. Explain Guest cycle.
3. What are the different types of keys used in hotels?
4. Draw the organizational hierarchy of FO department of a large hotel.

*******ALL THE BEST*******