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D Y PATIL UNIVERSITY

Summer Term Examination (July 2019)

School: Hotel Management Program: Bachelor of Science in Hospitality & Hotel Administration

Course: Fundamentals of Front Office

Course Code: HOM113

Semester: II

Max Marks: 50

Duration (mins): 120

Note: 1. Figures to the right indicates full marks.

Q 1 A) Define the terms.

5 Marks

- 1) Duplex
- 2) Transient Hotel
- 3) Concierge
- 4) Rack rate
- 5) Pent house

B) Fill in the blanks.

5 Marks

- 1) Hotels located in the heart of the city are known as _____ hotels.
- 2) The room on the top most floor of a hotel is called a _____.
- 3) _____ arrives at hotel without prior reservation.
- 4) _____ is quoted for a bouquet of products or services.
- 5) When a hotel does not charge the room rent from the guest, such a room is called_____.

Q 2. Answer any two of the following in 60-70 words.

10 Marks

- 1) What is difference between timeshare and condominium hotels?
- 2) Explain various meal plans available in hotels.
- 3) Classify hotels on the basis of duration of stay.

Q.3. Write a short note on.

10 Marks

- 1) Co-ordination between front office & marketing department.
- 2) Qualities required by front office staff.

Q.4. Answer any one of the following in 100-120 words.

10 Marks

- 1) Explain the guest cycle in detail.
- 2) Draw the organization chart of medium hotel and explain in detail.

Q.5. Draw the layout of front office department and explain each section in detail. 10 Marks