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Total No. of Questions : 13]

[Total No. of Pages : 02

J-3205[S-1061]

[2037]

PGDATHM (Semester - 1st)

**FRONT OFFICE OPERATIONS, RESERVATIONS &
REGISTRATIONS (PGDATHM-108)**

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section-A

Q1)

[15 × 2 = 30]

- a) Write short note on Use of Computers at the Front Desk.
- b) Describe the procedures of the following:
 - (i) Check-in
 - (ii) Check-out
- c) Explain the duties and responsibilities of a head porter.
- d) Write a brief note on manners and etiquettes in greeting and escorting visitors in a hotel.
- e) What are the various sources of information in respect of the front office management?
- f) Write a note on Reception Techniques.
- g) How will you determine the availability of rooms in a Hotel?
- h) Define the Visitors Tabular Ledger.
- i) Mention the qualities required in a Front Office Assistant.
- j) Write a brief note on handling emergencies.
- k) Write a note on Procedure of Canceling Room Reservations.
- l) Mention the role of a Lobby Manager in a large hotel.
- m) Write a note on Recording new arrival.
- n) Name any two software used at Front Office.
- o) What is the role of a cashier in Front Office Operations?

P.T.O.

Section-B

[9 × 5 = 45]

- Q2)** “The Front Office is responsible for greeting guests, managing rooms, and handling complaints. The Front Office staff is, thus the public’s main contact with the hotel.” Discuss this, and make a list of personnel required at the Front Office pointing out their specific duties.
- Q3)** Write a note on the systems of controlling reservations of rooms in the hotel industry.
- Q4)** Write a note on the importance of an efficient Front Desk in a hotel.
- Q5)** Enumerate the different uniformed staff required in a hotel and describe their respective duties.
- Q6)** Discuss the various types of information to be kept ready at the Front Office in order to answer the queries of the customers.
- Q7)** What are the various ways to be adopted by a receptionist when receiving guests of different types, including nervous, angry or aggressive ones?
- Q8)** Prepare a Room Availability Work Sheet for a hotel having 20 non-AC rooms, 10 AC rooms, 10 deluxe rooms and 5 AC suites.
- Q9)** Discuss in detail the procedure of Room Reservations in a hotel.
- Q10)** Discuss the techniques of using the Telephone for receiving and connecting calls to extensions from the Front Office of a Hotel.
- Q11)** Write a detailed note on Front Office’s interaction with other Departments of a Hotel.
- Q12)** Prepare an Organization Chart of the Reservation Department in a mid-sized Hotel.
- Q13)** Write a detailed note on Computer Systems in Reservations.

