

862
Diploma Programme in Hospitality &
Hotel Administration (Previous)
Examination 2010
EHM-101
Introduction to Front Office

Time: 3 Hours

Maximum Marks:35

SECTION -A

Note: i) Limit your answers in 20 words.
ii) All question carries equal marks.

- 1) What do you mean by MAP?
- 2) What do you mean by Concierge?
- 3) What do you understand by the word "Franchise"?
- 4) What is Bell Desk?
- 5) Draw a model Day-Book-Sheet
- 6) Classification of hotels according to number of rooms.
- 7) Draw a Guest History Card
- 8) What is EAPBX?
- 9) What is Cabana?
- 10) What is Lobby?

SECTION - B

Note: i) Attempt Five questions.
ii) All questions carrying equal marks.

- 1) How will you classify hotels on the basis of locations?
- 2) Describe the procedure for Handling VIP?
- 3) Draw the contents of arrival and departure register?
- 4) How will you take a message from a guest? Draw a message slip.
- 5) What is Credit Card validator? Why is it used?
- 6) Draw Front Office Organization structure for Large Hotel, Medium Hotel and Small Hotel.
- 7) Make a list of equipment and furniture in the lobby.
- 8) What is Bermuda Plan? Discuss.
- 9) What is Rack Rate?

SECTION - C

Note i) Attempt any Two questions
ii) All question carrying equal marks.

- 1) Write about the duties and responsibilities of a Front Office Manager?
- 2) Write the reservation process for an FIT & Group.
- 3) Write the Registration process and draw a Registration Card.
- 4) Write about the inter department mental coordination with other departments is the hotel.