

FRONT OFFICE OPERATIONS (753)

Sample Question Paper

Class XII - 2018-19

Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Question paper is divided into two sections: Section-A and Section- B.
2. **Section–A:**
 - i. Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.
 - ii. Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.
 - iii. Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.
3. **Section–B:** Long/Essay type questions of 5 marks each. Answer any 5 questions from the given 7 questions.
4. All questions of a particular section must be attempted in the correct order.
5. Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.
6. The maximum time allowed is 3 hrs.

SECTION –A

Answer any 10 questions out of the given 12 questions:

1. What do you understand by the term FIT? (1)
2. What is C form used for? (1)
3. Write the full form of PMS? (1)
4. Write any two information provided by expected arrival list. (1)
5. What are the other names of Bell boy? (1)
6. Who is responsible to conduct briefing for bell desk staff? (1)
7. How many copies are there in a message slip? (1)
8. What is PBX? (1)
9. Which register is used by telephone operator for conveying information from one shift to another shift? (1)
10. Where is Concierge desk located in a hotel? (1)
11. What is a cabana? (1)
12. What do you understand by Rack rate? (1)

Very Short Questions: (2 marks each).

Answer any 5 questions out of the given 7 questions:

13. List any four activities done at the departure stage. (2)
14. What is the purpose of sending departure notification slip? (2)
15. Write the primary duties of reception staff. (2)
16. Write any two advantages and two disadvantages of using a hard bound register?. (2)
17. Write a short note on electronic key card locks. (2)
18. Enlist any four desirable qualities of a concierge. (2)
19. Briefly explain the term “No Show”. (2)

Short Questions: (3 marks each).

Answer any 5 questions out of the given 7 questions:

20. Write the information which is written in a guest registration card? (3)
21. Draw the flow chart of check –in procedure in fully automated system? (3)
22. Explain the Scanty baggage procedure? (3)
23. What is Guest Paging? Explain the procedure followed in this method? (3)
24. Draw a neat format of key control sheet? (3)
25. Write about the role played by Concierge in a hotel? (3)
26. Mr. Robin has left his overcoat and sunglasses in Room No.206 of Breeze hotel on 10th July 2018. Prepare a left luggage tag on the basis of the above information. (3)

SECTION –B

Long/Essay type questions (5 marks each).

Answer any 5 questions out of the given 7 questions:

27. Explain the post registration process after a guest has checked-in into his room? (5)
28. Draw the format of GRC? Why it is used in front office? Write its advantages and drawbacks? (5)
29. Write any ten important functions of a bell desk in a hotel? (5)
30. Explain different types of guest complaints in hotel? (5)
31. Elaborate any five guidelines for managing guest complaints? (5)
32. Discuss any five important skills required by a telephone operator in a hotel? (5)
33. Write any ten rules of telephone etiquette? (5)