

COVER PAGE

Front Office Operations (753)

Marking Scheme

Class XII - 2018-19

Time: 3 Hours

Total Marks: 60

General Instructions:

1. *Marking Scheme 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.*
7. *The marking scheme carries only suggested value points for the answers. These are only guidelines and do not constitute the complete answers. The students can have their own expression and if the expression is correct, the marks be awarded accordingly.*

Front Office Operations (753)

Marking Scheme

Class -XII, 2018-19

Time Duration: 3 Hours

Marks: 60

Question No.	Expected Answers	Marks
1	Free Independent Traveller	1
2	The "C" form is prepared for all foreigner guests and sent to Police Commissioners' office within 24 hours of a guest's check-in.	1
3	Property Management System	1
4	Name of the guest, Number of guests, Type of room, Number of room nights, Arrival time. (Any two)	1
5	Porters, Bell hops.	1
6	Lobby Manager/ Senior Bell Captain	1
7	Three copies	1
8	Private Branch Exchange	1
9	Log Book	1
10	In the Lobby/ Beside the bell desk	1
11	A room near the swimming pool of the hotel for wash and change purpose.	1

12	The standard tariff (rate) fixed by the hotel of different categories of rooms.	1
13	<p>(Any four points)</p> <ol style="list-style-type: none"> 1. Taking the room key from the guest. 2. Presenting a copy of the folio to the guest for verification and approval by the guest. 3. Checking for mini bar consumption or any last minute charges. 4. Processing the guest payment as per the mode of settlement desired by him. 5. Handing over the settlement folio to the guest along with vouchers and payment receipt or credit card charge slip. 6. Requesting the guest for filling up feedback form for the hotel to review its performance. 7. Luggage handling activity by bell desk 	2
14	Departure notification slips are prepared in a manual system of post-departure stage and sent to all relevant departments for the purpose of information about a room departure and for relevant action.	2
15	<p>(Any four points)</p> <ol style="list-style-type: none"> 1. Welcoming guests. 2. Identifying guests' reservation status. 3. To establish creditability of the guest. 4. Room registration 5. Room allotment 6. Issuing room key 7. Source of information. 	2

16	<p>Advantages (any two)</p> <ol style="list-style-type: none"> 1. All the records for the duration are available in a single book. 2. Wastage of paper is minimal 3. No filling is required. <p>Disadvantages(any two)</p> <ol style="list-style-type: none"> 1. Once misplaced, all the records for that entire duration are lost. 2. Only one guest can register at a time. 3. Queues are formed during peak season. 4. Guest information is accessible to all. 5. Pre-registration is not possible. 6. Very bulky and shabby 	2
17	<p>Electronic key card locks provides an effective method for “locking out” cards previously issued and allowing admission to only the current guest.</p> <p>Electronic key card system may also employ a touch-pad system in which a special code is established for each guest during his/her stay. This requires a guest to enter a sequence of numbers known only to the guest to enter the room. And when the guest check’s out control sequence of the prior guest is cancelled automatically.</p>	2
18	<p>(Any four points)</p> <ol style="list-style-type: none"> 1. Possess degree or diploma in hotel management course from recognized institute. 2. Good to possess official certification by the International Association of Concierges. 3. Good command over the English language. Additional knowledge of foreign language preferred 4. Must have pleasing personality and always well groomed as job demands continuous guest contact. 5. Physically fit and have good stamina to stand for long hours. 6. Physically sturdy to perform guest jobs and able to carry heavy luggage. 7. Willingness to be of help and assist to guest all the time. 	2
19	<p>Guests holding confirm reservation do not check in on the expected date of arrival and also did not cancel the accommodation as per the rules and procedures as declared as No show. These guests are usually charged one day room rent as retention charges. Hotel is also liable to prove that room confirmed could not be sold.</p>	2

20	<ul style="list-style-type: none"> • Guest's Name • Residential Address • Nationality • Date of Arrival • Date of Departure • Purpose of Visit • Payment Mode 	3
21	<p>A guest with confirmed reservation goes to the self check-in terminal</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Inputs the necessary information</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Depending on the room availability, the terminal allots the room as per guest preference or suggests alternatives</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">The guest accepts the allotment and swipes credit card</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">The terminal dispenses a receipt and issues the room key</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">The terminal updates the front office records and sends notifications to all concerned departments.</p>	3
22	<ul style="list-style-type: none"> • Bell boy informs the bell captain and receptionist in case a guest is carrying very less luggage. • Bell captain stamps "scanty baggage" on the arrival errand card and informs Lobby manager. • The receptionist stamps "scanty baggage" on the registration card. • The guest may be asked to deposit entire room charge amount as advance with low house credit limit. • Bell captain fills the scanty baggage register and gets it signed by the Lobby manager. • Housekeeping and security are informed to keep a watch. 	3

23	<p>Guest paging is a process of locating a guest in the hotel, when he/she is not in room and is expecting a visitor.</p> <p>The guest may have filled location form and left at front desk. When the visitor arrives, the front desk personnel write the name and room number of the guest on a page board and sends a bell boy to locate in the area mentioned. The bell boy shakes the board while carrying it above his head. The bells attached rings and attract guest's attention. The concerned guest contacts the bell boy and is escorted to meet the visitor.</p>	3
----	--	---

Hotel XYZ
Key Control Sheet

Date:-----

Time:-----

Keys of occupied rooms at front desk

S.No	Room No.	Name of Guest	Baggage Position	Bill Amount	Remarks

Vacant room whose keys are missing

Details of missing keys

Room No.	Name of the guest who stayed last	Check-out date and time	Bell boy at the time of departure	Front desk agent on duty at the time of departure

Signature of front desk agent

25	<p>(Any six points)</p> <ol style="list-style-type: none">1. Offer personalized and customized services to guests.2. Providing information to guest about the hotel and city.3. Booking tickets of movies, music concerts, theatres etc.4. Reserving table for dining purpose in renowned restaurants.5. Providing commutation facility to guest for site seeing.6. Receive incoming calls and pen down messages for guest.7. Deals with mails and messages of guests.8. He may also handle room keys and does paging of guests.9. Keeps himself updated with local information and cultural events to facilitate guest.10. Build good contacts with tour operators, tourism officials or city services to provide assistance when guest requires.	3
----	---	---

26

Left Luggage Tag

HOTEL BREEZE

Guest Name: Mr. Robin

Room No: 206

Date: 10/07/2018

Baggage Check

(Guest Copy)

No.1234

Management is not responsible for goods left over 30 days.

Baggage Check

(Hotel Copy)

No.1234

- Over Coat
- Sunglass

Management is not responsible for goods left over 30 days.

Guest Name: Mr. Robin

Room No:206

Date: 10/07/2018

3

The post registration activities are as follows:

1. Check-in of the guest in the PMS or computer system: This enables all other departments to know about the check-in of guest, his credit status and also to activate all guest services for his benefit. In a manual system this is achieved by sending arrival notification slips to different departments of the hotel.
2. Opening of guest folio: The guest folio is opened by the front office cashier. Any advance received from the guest is considered as the opening balance of the folio.
3. Preparing the arrival errand card: Bell desk prepares an arrival errand card which has the details of luggage sent to the guest room.
4. Updating the guest profile: The guest profile in the computer is updated on the basis of any information given by the guest in the registration. The update may include guest address, passport details, credit card number etc for future usage.
5. Updating the A&D register: Arrival and departure register is updated for every arrival and departure in a hotel. Therefore, as part of post-registration activity the arrival side of A&D register is updated by the receptionist.
6. Preparing C form: The C-form is a mandatory document which is prepared for all foreigner guests and sent to Police Commissioner's office within 24 hours of a guest's check-in.

Guest Registration Card

Name:	
Occupation:	Payment Mode:
Name of Organization & Address	Passport No:
Designation:	Date of Issue:
Residential Address:	Place of Issue:
Nationality:	Date of Birth:
Date of Arrival: Time:	Date of Arrival in country (For Foreign Nationals):
Expected Date of Departure:	Port of Disembarkation (For Foreign Nationals):
Purpose of Visit:	No.of Persons:
Arrived From: Mode of Travel:	Room. No.:
Next Destination:	Room Rate:
The management is not responsible for the loss of guest valuables. Lockers are available with the cashier.	I have gone through the terms and conditions of my stay in the hotel and I agree to abide by the same.
Receptionist Signature	Guest Signature

3+2=5

Guest Registration Cards are individual cards used by most hotels to overcome the problems of Hard-bound and Loose-leaf register. It is filled in by guests on arrival to complete the legalization of the process.

Advantages:

- Many guests can register at the same time.
- Privacy of guest's information can be maintained.

Disadvantages:

- Relatively expensive.
- Can get lost or misplaced, if not stored properly.

29	<p>(Any ten points)</p> <ol style="list-style-type: none">1. Transport guest luggage to and from guest rooms.2. Escorting and rooming of the guest.3. Provide information to the guest regarding hotel facilities.4. Co-coordinating and providing left luggage facility.5. Delivering mail, packages, and amenities to guest rooms.6. Load and unload guest luggage from cars.7. Opening door and welcoming guest on arrival8. Escorting guest to reception.9. Distribution of newspapers and magazines in the guest room.10. Assisting the guest with outside errands such as getting cinema tickets, buying any medicines etc. for the guest from outside.11. Arranging for city tours.12. Paging for guests.13. Identifying potential skippers and scanty baggage guest.	5
----	--	---

Guest complaints can be separated into four categories of problems:

1. Mechanical
2. Attitudinal
3. Service-related
4. Unusual

Mechanical Complaints:

Most guest complaints about hotel equipments malfunctions. It is usually concerned problems with air conditioning, lighting, electricity, vending machines, door keys, plumbing, and television and so on. Effective use of front office log book and maintenance work orders may help to reduce the frequency of mechanical complaints.

Attitudinal Complaints:

Hotel does come across instances when guest complaints about impolite, unprofessional and indifferent behavior of staff members. Guest may express attitudinal complaint when they feel insulted by rude or tactless hotel staff members. Managers and supervisors should listen and attend to the complaints and problems off the guest.

Service Related Complaints:

The guest may experience a problem with hotel services and may get dissatisfied. It can be of wide ranging and about such things as long waiting time or service, lack of assistance with luggage, untidy room missed wakeup call etc. The front office generally receives more service related complaints when the hotel is operating at or near full occupancy.

Unusual Complaints:

Guest sometime expects the front office staff to resolve or at least listen such kinds of complaints which are unusual and hotel cannot do anything about them. Sometime guests demand something that impossible to deliver such as they may complain about the absence of a swimming pool, lack of public transportation so on. Front office management should alert front desk agents that on occasions guest may complain about things the staff can do nothing about them. Staff should be better prepared to handle unusual situations with appropriate guest relations techniques.

31

Allow the guest to speak: It is important that staff give a patient ear to the guest while he is complaining and do not interrupt. Allow the guests to describe in detail, the reason or their unhappiness with the hotel or its service. The staff shall ask questions if he is not clear about the issue and this will show the guests that the staff is genuinely interested in understanding their problem and resolving it. A receptionist should be aware of the difference between a genuine problem that requires solving and a situation where the guest is venting his frustration. So, allow the guest to speak and listen to the complaint carefully.

Listen: Listen attentively to the guest with concern and empathy and understand what is exactly wrong to the guest and try to figure out why the guest is upset. Try to listen for clues about what's really disturbing them. Listen to what they want from the staff to resolve the issue.

Empathize: Complaint has to be handled positively and with empathy on the part of the guest, aspiring for 100% guest satisfaction as the outcome. Empathy is defined as the ability to imagine oneself in another's place and understand the other's feeling, desires, ideas, and actions. If we look at the situation or problem from the guest's perspective, we will be able to better understand the other's feeling. Empathizing with the guest is a good way to handle guest complaints as it shows them that the staff understand what they are going through.

Apologize: Apologize to the guest for the inconvenience caused. This is a big one, and an easy step to be followed. Even if the staff are not wrong or not part of the problem, it is important that the staff issue an apology.

Stay Calm: In complaint handling the matter is to listen, understand, and then discuss with the guests their concerns in a calm and friendly manner. Do not argue with the guest. Calmly defend the policies, but do not permit the conversation to erode into an argument at any point.

1*5=5

32

Professionalism: Telephone operator must be professional when answering calls; use standard phrases such as Good morning, Afternoon, How may I help you etc. Answer telephone calls properly and cautiously, connect or transfer calls to other departments.

Active Listening:

- Listen to caller's requests carefully.
- Give full attention to what callers are saying, asking appropriate questions.
- Able to provide correct and full information to the general public.
- Ability to understand and follow simple oral and written directions.

Customer and personal service: Knowledge o principles and processes or providing guest and personal services. This includes assessment, meeting quality standards or services, and evaluation o guest satisfaction.

Good Knowledge:

- Must have good knowledge about the hotel facilities.
- Possess information about the city, vicinity areas, fairs and festivals happening in the city.
- Working knowledge of office terminology, procedures and equipment.

Clerical Aptitude: Able to perform clerical duties as and when required such as typing, proof reading and sorting mails and messages. It is good to have knowledge o administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

5

33	<p>(Any ten points)</p> <ol style="list-style-type: none">1. All phone calls should be answered by the third ring.2. Answer the call promptly.3. Polite and speak with a smile.4. Speak slowly and to enunciate clearly.5. Be polite, friendly and helpful6. Courtesy.7. Speak directly into the mouthpiece.8. Do not eat or chew gum while talking on the telephone.9. Use hold button.10. Use standard phrases and courteous words.11. Avoid slangs.12. Listen carefully.13. Short and crisp14. Using guest's name.15. Do not avoid calls.16. Taking message carefully.17. Take calls confidently.	5
----	--	---