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Name.....

Reg. No.....

**FIRST SEMESTER (CUFYUGP) DEGREE EXAMINATION
NOVEMBER 2024**

Hotel Administration

BHA 1CJ 101—HOTEL FRONT OFFICE OPERATIONS

(2024 Admission onwards)

Time : Two Hours

Maximum : 70 Marks

Section A*Answer all the questions in one or two paragraphs.**Each question carries 3 marks.**Maximum ceiling is 24 marks.*

1. Define a boutique hotel and its key characteristics.
2. Why is attention to detail important for front office staff ?
3. What is the role of the concierge desk in the front office ?
4. What are the duties of a front desk agent during a busy check-in period ?
5. How does the front office manage room assignments ?
6. What is the purpose of offering promotional rates in hotels ?
7. Explain what is included in a 'continental breakfast' meal plan.
8. What key actions are performed during the 'reservation' phase ?
9. Name two online channels for hotel reservations and discuss their advantages.
10. What are the typical pre-registration requirements for domestic guests ?

Section B*Answer all the questions in not exceeding 120 words.**Each question carries 6 marks.**Maximum ceiling is 36 marks.*

11. Describe a typical layout of the front office area. How does this layout facilitate effective operations ?
12. Explain how front office staff should manage guest messages and mail. What are the best practices ?

Turn over

13. Discuss the process and importance of handling passport and visa records in a hotel.
14. What special services might a front office offer to VIP guests ? Provide examples.
15. Provide a detailed procedure for addressing a guest complaint about an unclean room.
16. Analyze the pros and cons of 'block bookings' for large groups versus 'individual reservations'.
17. Describe the steps and important considerations involved in processing a guest's final bill and departure.
18. Outline the process for handling foreign currency payments and the steps taken to ensure accurate conversion rates.

Section C

*Answer any **one** question from the following not exceeding **four** pages.*

Each question carries 10 marks.

19. Draw the organization chart of front office department and write the duties and responsibilities of a front desk agent.
20. What is guest complaint ? What steps are to be followed in order to resolve the complaint ?

(1 × 10 = 10 marks)