

INDIAN INSTITUTE OF HOSPITALITY AND MANAGEMENT

SUBJECT : FRONT OFFICE MANAGEMENT

Time: 3 hours

Marks: 80

Instruction for the candidates:

1. All Questions are compulsory
 2. Draw suitable diagrams and sketches wherever necessary
 3. Assume suitable data if necessary
 4. Figures to the right indicates full marks
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Explain **any 8** of the following in about 25 to 30 words each.

16

1. Resort Hotel
2. SPATT's
3. State of Occupancy
4. Qualities of the Front Office staff
5. Scanty baggage
6. Crib room
7. Log Book
8. Skipper
9. City Ledger
10. Tariff
11. American plan

Answer **any 4** of the following questions in about 40 to 45 words each.

12

1. List the important guest in a hotel and give a brief description.
2. What are the points to keep in mind while assigning a room?
3. Write the steps for baggage handling procedures for arrival.
4. What are the functions of night auditor?
5. What are the different types of guest complaints?
6. Expand the abbreviations : WTO, IATA, UNICEF, UNA,WHO, NRI
7. Draw the format of a reservation card.

Answer **any 4** of the following questions in about 40 to 45 words each.

12

1. What are the various rules for the front office staff?
2. Explain the star system for the classification of the hotels.
3. What are the various plans used in a hotel?
4. List any six registers used in the telephone department
5. What are the different types of reservations?
6. What is overbooking?

Answer **any 2** of the following questions in about 80 to 90 words each.

12

1. Write a short note on blacklist.
2. What are the general the phone manners?
3. Draw a flow chart of basic check-in activities.

Answer **any 2** of the following questions in about 80 to 90 words each.

12

1. What are the advantages of the budgetary control?
2. Explain the methods of fast check-out procedure.
3. What is the procedure for mail handling?

Answer **any 2** of the following questions in about 100 to 120 words each.

12

1. Explain what data is required to forecast room availability.
2. Explain the various methods of settlement of bills.
3. What are steps involved in the registration procedure at the front office?