



NBH-010-1042003

Seat No. _____

**First Year Bachelor of Hotel & Tourism Management
(Sem. I) Examination**

April/May - 2017

2.3 : Front Office - II

(New Course)

Faculty Code : 010

Subject Code : 1042003

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) Attempt all the questions options, if any, are given.
(2) The maximum marks are assigned in front of each question.
(3) Attempt any three questions (each carrying 14 marks) from the questions 3 to 7 in 500 words each.

1 Fill in the Blanks : 14×1=14

- (a) _____ refers to the efforts of reservation and front desk agents to offer guests the opportunity to reserve rooms in categories above standard rate accommodation.
- (b) F.R.R.O. stands for _____
- (c) O.T.A. stands for _____
- (d) I.A.T.A. stands for _____.
- (e) FHRAI stands for _____
- (f) F.I.T. stands for _____
- (g) When hotel accepting reservation beyond its room capacity is called _____.
- (h) The future time frame for tracking reservation is called _____
- (i) A guest who comes to the hotel directly without any reservation called _____

- (j) When the guest has filled the registration form, the process is designated as _____
- (k) When a guest leaves the hotel without settling his or her account is called _____
- (l) The physical condition of the room is called _____
- (m) Room tariff offered to a guest who stays only during daytime is called _____
- (n) A guest who arrives before his/her scheduled date and time of arrival is called _____

2 Write in brief any seven from the following in around **7×2=14** 100 words :

- (a) Industry jargon
- (b) No-post status
- (c) Run of the house
- (d) Sleeper
- (e) SMERF market
- (f) Overflow facilities
- (g) Non-group displacement
- (h) Wash down

- 3** Draw the hierarchy of bell desk staff and elaborate it. **14**
- 4** Enumerate and elaborate modes of reservation. **14**
- 5** Draw the format of reservation and registration form. **14**
- 6** Enumerate and elaborate pre registration process. **14**
- 7** What is central reservations system? Explain in detail. **14**
