

K-1127

Total Pages : 3

Roll No. -----

DHA-101

Introduction to Front Office

Diploma in Hospitality Administration/B.H.M. (DHA)

1st Year Examination December 2023-24

Time: 2:00 Hours

Max. Marks: 50

Note : This paper is of Fifty (50) marks divided into (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

Section-A

(Long Answer Type Questions)

Note : Section 'A' contain Five (05) long-answer-type question of Thirteen (13) marks each. Learners are required to answer any two (02) questions only.

[2x13=26]

P.T.O.

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- Q.1. Define Hospitality Industry. What are the basic facilities necessary for a five star hotel?
- Q.2. Discuss the role of front office in a hotel. Also discuss the duties and responsibilities of a front desk agent.
- Q.3. Draw a neat diagram of guest cycle with special emphasis on guest accounting in each stage of the guest cycle.
- Q.4. Define Communication. Also discuss the importance of communication for Hospitality Industry.
- Q.5. What are the different types of reservations? Also explain the process of cancellation of reservation and draw necessary form.

Section-B

(Short Answer Type Questions)

Note : Section 'B' contain Eight (08) short-answer-type question of Six (06) marks each. Learners are required to answer any four (04) questions only.

[4x6=24]

- Q.1. What do you understand by pre-registration activity?
- Q.2. Mention the duties and responsibilities of Front office Manager.
- Q.3. What are the functions performed at information desk?

- Q.4. What do you understand by Listening? Also write types of listening.
- Q.5. Differentiate between Skipper and Sleeper.
- Q.6. What are the job responsibilities of GRE?
- Q.7. What are the causes of fire? Explain the basic elements of fire.
- Q.8. Write short notes on any two:
- a. Market Segmentation.
 - b. Sources of Reservation
 - c. Various types of Room Keys
