

A-1060

Total Pages : 3

Roll No.

DHA-101

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

(Introduction to Front Office)

1st Year Examination, Session December 2024

Time : 2:00 Hrs.

Max. Marks : 50

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

Section-A

(Long Answer Type Questions) 2×13=26

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

1. Define Hotel. Mention different departments of a hotel. Also explain essential qualities of front office personnel.
2. What are the roles of front office in a hotel ? List the different sections of front office and briefly explain the activities of each section.
3. What do you understand by 'Guest Life Cycle' ? Also describe the four stages of 'Guest Life Cycle'.
4. What are the various factors affecting room tariff ? Also explain the advantages and disadvantages of having different types of room rates and room categories in hotel.
5. Define the term Bell Desk. Also explain the various functions of bell desk area.

Section-B

(Short Answer Type Questions 4×6=24)

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

1. Mention the duties and responsibilities of GRE.
2. Explain the importance of 'C Form' in the hotel system.
3. What is the need of Market Segmentation ?
4. Enlist the equipment used at front office department.
5. Describe various methods of registration used in hotel with necessary format.
6. What are the uniform standards for male as well as for female in front office department ?
7. What do you understand by Concierge ?
8. Write short notes on any *two* of the following :
 - (a) Importance of Communication for Hotels
 - (b) Incentive Travel
 - (c) Sources of Group Bookings
