

A-0934

Total Pages : 3

Roll No.

DHA-101

Introduction to Front Office

Diploma in Hospitality Administration (DHA)

Examination 2026 (Feb.)

Time: 02:00 hrs

Max. Marks: 50

Note : This paper is of Fifty (50) marks divided in to two (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 questions on the given answer sheet. No additional (B) answer sheet will be issued.*

Section-“A”

(Long Answer - type Questions)

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.

(2x13=26)

P.T.O

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1. Write in brief the history on Indian Hotel industry. Also clarify and categorize Hotel on basis of star category.
2. Draw the organization chart of front office department and write the duties and responsibilities of a front desk agent.
3. What do you understand by GRE? List the equipment's present in front office and give the duties and responsibilities of Guest Relation Executive (GRE).
4. What do you understand by guest reservation? Also explain its importance for a hotel and the procedure to be followed while processing group reservation.
5. Write a detailed note on the following:
 - (a) Different stages of Guest Cycle
 - (b) Role of Front Office Cashier

Section-"B"

(Short -answer - type questions)

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.

(4x6=24)

1. What do you understand by pre-registration activity?
Explain the importance of pre-arrival activity.
2. Give the duties and responsibilities of Bell Captain.
3. Write a note on guest profile?
4. What do you understand by a meal plan?
5. What are the various sources of reservation?
6. What are the causes of fire? Explain the basic elements of fire.
7. What do you understand by the term Rooming List?
8. Explain how front office co-ordinates with:
 - a. Housekeeping
 - b. Sales and Marketing
