

A-1099

Total Pages : 4

Roll No. -----

DHA-101

Introduction to Front Office

Diploma in Hospitality Administration (DHA)

1st Year Examination 2024 (June)

Time: 2:00 hrs

Max. Marks: 50

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

P.T.O.

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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]

- Q.1. Explain the importance of an organizational structure in Front Office department of a hotel. How does it affect operational efficiency and effectiveness of the department?
- Q.2. Discuss the role of smile, etiquette, teamwork, listening and patience in improving the qualities of an office employees. How do these features affect guest satisfaction?
- Q.3. Describe guest life cycle. Write the various activities performed by the front office staff during arrival, check-in, stay, departure and post-departure of the guest.
- Q.4. Write the responsibilities of lobby manager, bellboy and doorman. How are their roles important for guest satisfaction.

Q.5. Discuss the various systems used in the hotel reservation process. How does effective reservation management help maximize room occupancy and revenue?

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]

- Q.1. What is the primary function of a receptionist in the hotel Front Office?
- Q.2. Write job description of a front office manager.
- Q.3. Briefly explain the role of guest relations executive in front office department.
- Q.4. Write a note on differentiate types of reservation found in hotels.
- Q.5. Write are the various steps that are taken in the hotel during guest check-in process?
- Q.6. What is Scanty Baggage?
- Q.7. How does effective front office communication increase customer satisfaction and operations efficiency?

P.T.O.

Q.8. Write the major steps that are taken during the registration of a guest. Write importance of registration form.
