

**A-0873**

Total Pages : 3

Roll No. ....

**DHA-101**

## **INTRODUCTION TO FRONT OFFICE**

**(Diploma in Hospitality Administration (DHA))**

Examination, June 2025

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. Draw and explain the organizational chart of the front office in a five-star hotel with 500 rooms. Describe the duties and responsibilities of bell captain.
2. Describe the guest life cycle in detail, highlighting guest services at each stage. How does each stage impact the overall guest experience?
3. Discuss the role of the front office in a hotel. Explain the different sections of the front office department and how they coordinate to provide quality guest service.
4. Hotel is a 'home away from home' Justify this statement, providing examples of services and facilities that make guests feel comfortable.
5. Explain the functions of the reservation section, including modes of reservation. Discuss the role of the reservation department in maximizing revenue.

### **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. Define condominium hotels and explain how they differ from conventional hotels in terms of ownership and operational structure.

2. List any four essential facilities that a five-star hotel must provide to ensure guest satisfaction and maintain luxury standards.
3. Explain the key responsibilities of a Bell Boy in ensuring smooth guest services and handling luggage.
4. What are the key functions of a cashier in the front office, particularly in handling guest billing and payment processes?
5. Explain why a pleasant personality and physical fitness are important attributes for front office staff in guest-facing roles.
6. Name three essential qualities of front office staff that contribute to effective guest service and smooth hotel operations.
7. What is meant by the term 'first impression' in hospitality, and how does it contribute to improving a hotel's sales performance?
8. List two important responsibilities of a lobby manager in ensuring a smooth and welcoming guest experience.

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