

**DHA-101/DHM-101/BHM-101**  
**INTRODUCTION TO FRONT OFFICE**

Bachelor/Diploma in Hotel Management  
(BHM/DHM-16/17/DHA-19)

First Year, Examination-2020

Time Allowed : 2 Hours

Maximum Marks : 40

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**Note :** This paper is of Forty (40) marks divided into Two (02) sections A and B. Attempt the question contained in these sections according to the detailed instructions given therein.

**Section-A**

(Long Answer type Questions)

**Note :** Section-'A' contains Five (05) long Answer type questions of Ten (10) marks each. Learners are required to Answer any two (02) Questions only. (2×10=20)

1. Trace the origin and growth of hospitality industry in India?

2. Draw the hierarchy or organizational structure of Front office department of large hotel. Discuss the attributes required by front office staff.
3. Define the Registration. Explain the check in procedure of confirm Reservation and walk in guest? (Draw Registration Card).
4. Classify hotel on the basis of location and explain each with examples.
5. What are the main section of "Front Office" department? Explain each section in detail.

### **Section-B**

(Short answer type questions)

**Note :** Section-B Contains Eight (08) short Answer type questions of Five (05) marks each. Learners are required to Answer any four (04) questions only. (4×5=20)

1. Classify hotel on the basis of Size.

2. List the equipments present in front office and give the duties and responsibilities of Guest Relation Executive (GRE)
3. Briefly explain the stages of Guest Cycle.
4. Discuss the types of guest, and explain any two in detail.
5. Write short note on Group Reservation and Cancellation Procedure.
6. Briefly discuss the department with which Front office Co-ordinate or communicate?
7. Write short note on "Grooming standards of front office personnel".
8. Write a note on "group Reservations".

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