

2. JEE+EOE JEKKEEO EdhEaEE% nESE =KEu E+V% :-

(+) %JAE EVaEdhEdhEaEE ME]o oEi %PEAE nnaEE aEEIE ? EdhEaEE% nnaE oEi %PEAE oEi]o EOu ?

(AE) %JAE+EOE EEEVE JEESAE uESaE hEE EOu.

(EO) ME]oEE;OE EOhaEE aEEu EZE %XE EEEVE JEESaE +OEaE oEi]o EOu.

3. JEE+EOE JEKKEEO EdhEaEE% nESE =KEu E+V% :-

16

(+) फ्रंट ऑफीस कर्मचाऱ्याची गुणवैशिष्ट्ये स्पष्ट करा.

(AE) EZE %XE %hVEaEAE ? EZE %XE EOhaEE EEEVE (EruE EdhEaEE iEaEEAE?)

(EO) %JAE EVaE oEi]o, OE]ME +hb÷ EaEEdhE ME]o EOiEO EVaEaE +OEaE ?

4. OEEEO +EEdhE EdhE (EdhEaEE% nnaE) :-

16

(+) Ea+Ed]o +Ei o Ed]o +E;OE EbaE]OE]o +Ei o EEEV% %JAE.

(AE) +OE %JAE Bmb÷ EdbE (Arrival errand card)

(EO) EZE %XE ;OE

5. OME(iE E]OEu E+V% (EdhEaEE% SEE) :-

16

(+) EAE +hb÷ EaE %bE+EM.

(AE) EOE {+OE

(EO) BCOE]AE SEE<XE

(b) +Ea%Pu EEOM

(<) ;OE]EO +E;OE]o

6. JEE+EOE JEKKEEO EdhEaEE% nESE =KEu E+V% :-

16

(+) ME]aEE EPEVE nnaEE oE %JAE EVaE EEEhaEE aEEu (EruE oEi]o EOu).

(AE) ME]o uE EE EOhaEE (EruE +XE OaE E+V%.

(EO) EEEhaEE iEGE %jEE EdhEaE EOE EEEOE PaE Ea EEMEIE ?

(ENGLISH)

[TIME ALLOWED—3 HOURS]

(MARKS—100)

**BASIC FRONT OFFICE SERVICE OPERATION AND ACCOMMODATION
OPERATION / HOUSE KEEPING (THEORY-II)***Instructions.*—(1) All question are *Compulsory*.(2) figures to the right indicate *full marks*(3) Draw necessary *diagram* if required.(4) Assume suitable *additional data* if required.**Marks**1. (a) Describe the following in 1-2 lines (any *five*) :—

10

(i) Skipper

(ii) No-show

(iii) Out of order

(iv) Wake-up call

(v) Folio

(vi) House-count.

(b) Fill in the blanks (any *five*) :—

5

(i) The currency of Bangladesh is

(ii) is a proof of nationality.

(iii) Wake-up call are given by

(iv) The key can open all doors at all the floors.

(v) Room situated near swimming pool is known as

(vi) American plan is also known as

(c) State *True* or *False* (any *five*) :—

5

(i) The bed size of a queen room is 6 × 6.

(ii) Whitney slips are also called white slips.

(iii) Page board is used to display reservation status for a particular date in a hotel.

(iv) CRS stands for central registration system.

(v) The rack rate is the highest rate that a hotel quotes for its particular type room.

(vi) Guests who continue to stay in the hotel beyond their scheduled departure date are called stayovers.

(vii) Key card and welcome card are same things.

2. From the following questions answer any *two* questions :— 16
- (a) What are the various guest services that may be found in a hotel ? Explain any two.
 - (b) Describe the various types of rooms that are found in a hotel.
 - (c) Reservation made by a guest in a hotel could be of many types. Explain.
3. From the following questions answer any *two* questions :— 16
- (a) Explain in detail the essential qualities of front office personnel.
 - (b) What is the meaning of reservation ? What are the various modes of making a reservation ?
 - (c) To what extent receiving, greeting and welcoming the guest is important in hotels ?
4. Draw a neat diagram/form for the following (any *two*) :— 16
- (a) Lay-out of a front office department for a large hotel.
 - (b) Arrival errand-card.
 - (c) Draw a neat format of a reservation form.
5. Write short notes (any *four*) :— 16
- (a) Message and mail handling
 - (b) Meal plans
 - (c) Express check-in
 - (d) Over booking.
 - (e) Phonetic alphabet.
6. From the following questions answer any *two* questions :— 16
- (a) Explain the procedure by which a hotel ensures the delivery of guest message.
 - (b) Explain in detail the step by step procedure of booking a guest room.
 - (c) What are the important points in handling guest complaints ?
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