



'সমানো মন্ত্র: সমিতি: সমানী'

UNIVERSITY OF NORTH BENGAL

BBA(TAH) Programme 4th Semester Examination, 2023

DSC8-BBA(TAH)

FRONT OFFICE AND ACCOMMODATION OPERATIONS

Time Allotted: 2 Hours

Full Marks: 60

The figures in the margin indicate full marks.

GROUP-A

Answer any four questions from the following

3×4 = 12

1. Define the role and function of the Front Office Department in a 5-star hotel. 3
2. Draw the organization chart of the Front-office department. 3
3. Draw the format / proforma of the "C" form. 3
4. Write a note on the inter-departmental co-ordination between Housekeeping and Maintenance departments. 3
5. Define the following: 3
(i) GIT (ii) SIT (iii) DND
6. Define the following: 3
(i) FFIT (ii) MMR (iii) SKIPPER

GROUP-B

Answer any four questions from the following

6×4 = 24

7. Define the following: 2+2+2
(i) ROTEL (ii) LOTEL (iii) MOTEL
8. Write short notes on the following: 2+2+2
(i) SPOT REMOVAL
(ii) CHECK-IN-PROCEDURE
(iii) CHECK-OUT-PROCEDURE.
9. Write a note on the Bed making procedure. 6

10. Write short notes on the following: 2+2+2
(i) Double Lock
(ii) Suite Room
(iii) Floor Master key.
11. Define the following: 2+2+2
(i) FRRO
(ii) EFFICIENCY ROOM
(iii) MURPHY / SICO BED.
12. What are the types of rooms? 6

GROUP-C

Answer any two questions from the following

12×2 = 24

13. With the help of a diagram, explain in detail the “Guest Cycle”. 12
14. Explain in detail the “reservation procedure” for booking a room in a 5-star hotel. 12
15. Define the following: 4+4+4
(i) ADR with example
(ii) ARR with example
(iii) Foreign currency exchange procedure.
16. Write notes on the following: 3+3+3+3
(i) High Dusting
(ii) Spring Cleaning
(iii) Linen exchange procedure
(iv) What are these reagents used for?
(A) TASKI R3
(B) TASKI R6
(C) TASKI R7

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