



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

**B.sc in Hospitality and Hotel Administration/
Diploma in Hotel Management
1st YEAR ASSIGNMENT**

Last Date of Submission: 15 May 2011

Course Title: Introduction to Front Office

Course Code: EHM 101

Year: 2010-11

Maximum Marks: 20

Section 'A'

Section 'A' contains 08 short answer type questions of 2½ marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

1. Name five major domestic hotel chains in India.
2. Discuss some of the major types of rooms available in a hotel.
3. How will you classify hotel on the basis of locality.
4. Explain the various qualities needed for a front office employee.
5. Explain the various equipments used in the front office.
6. Elaborate different types of rates.
7. Write down the main points of significance of communication at the front office.
8. What are the various points to be kept in mind, while handling phone calls?

Section 'B'

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only. Answers of long answer-type questions must be restricted to 500 words approximately.

9. Trace the historical growth and development of hospitality industry at global level.
10. People travel to a tourist destination by various reasons, illustrate.
11. Describe the job description and job specification of the following:
 - (I). Lobby Manager
 - (II). Bell Captain
 - (III). Night Auditor
12. Make a plan to visit a local hotel and see their style of taking reservation.