



'সমানো মন্ত্র: সমিতি: সমানী'

UNIVERSITY OF NORTH BENGAL

BBA(TAH) Programme 5th Semester Examination, 2021

DSE1-BBA(TAH)

FRONT OFFICE AND HOUSEKEEPING

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. Draw a neat diagram of the "Guest Cycle", in Front Office. 3
2. Write a short note on the importance of "Housekeeping" in a star rated "Hotel". 3
3. Define the following: 1½+1½
(i) Rack Rate
(ii) Crew Rate.
4. What is "GRC"? State its purpose. 1+2
5. Draw the format of a "GRC". 3
6. Name and explain any two "cleaning methods" used in Housekeeping department. 1½+1½

GROUP-B

Answer any four questions from the following

6×4 = 24

7. Write short notes on the following: 2+2+2
(i) Linen Room
(ii) Laundry
(iii) Check-In.
8. Describe any three "Cleaning Methods" used in Housekeeping. List any five "cleaning equipment" and its use. 3+3
9. Define "Hotel". Classify the different types of "Hotels". 1+5

10. Write short notes on the following: 2+2+2
(i) Floor Master Key
(ii) Pest Control
(iii) Night Audit.
11. Write a note on the different types of “Meal Plans” that are there in a “Hotel”. 6
12. Write short notes on the following: 2+2+2
(i) Sources of Reservation
(ii) Modes of Payment
(iii) “C” Form.

GROUP-C

Answer any two questions from the following

12×2 = 24

13. Write a detailed note on the functions of “Housekeeping department” in a star rated hotel. 12
14. Write detailed notes on the following: 4+4+4
(i) Fibre and Fabrics
(ii) Check-In and Check-Out
(iii) Types of Reservation.
15. Write a detailed note on budgeting in the “Rooms division”. 12
16. Write notes on the following: 2+2+2+
2+2+2
(i) CVGR
(ii) FFIT
(iii) FRRO
(iv) ADR
(v) House Count
(vi) RevPAR.

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