



'समानो मन्त्रः समितिः समानी'

UNIVERSITY OF NORTH BENGAL

BBA(TAH) Programme 4th Semester Examination, 2022

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. Define the role and function of the Housekeeping department in a 5 star hotel. 3
3. Define the role and function of the Horticulture department in a 5 star hotel. 3
4. Write a note on the interdepartmental co-ordination between Front-Office and Housekeeping. 3
5. Write a note on the interdepartmental co-ordination between Housekeeping and Maintenance department. 3
6. Define the following: 1+1+1=3
(i) DNCO (ii) DND (iii) DFIT

GROUP-B

Answer any four questions from the following

6×4 = 24

7. Define the following: 2+2+2=6
(i) High Dusting (ii) Spring Cleaning (iii) Spotting
8. Define the following: 2+2+2=6
(i) Rotel (ii) Boutique Hotel (iii) Motel

9. Write short notes on the following: 2+2+2=6
(i) Floor Pantry (ii) Floor Master Key (iii) Penthouse suite
10. Write a note on Night Audit. 6
11. Write a note on “C” form. 6
12. Write a note on “Florist”. 6

GROUP-C

Answer any *two* questions from the following

12×2 = 24

13. Explain in detail the “Guest Cycle”. 12
14. Explain in detail the “Room cleaning” procedure. 12
15. Define: 2+2+2+2+
(i) CVGR (ii) FRRO (iii) ARR (iv) FFIT (v) Rev PAR 2+2=12
(vi) Occupancy
16. Write a detailed note on “Room Linen”. 12

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