

Sai Shiva Educational Trust's,
ARUN MUCHHALA INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT
FYBsc Sem 2 Front Office II Sample Paper

- 1) The four stages of guest interaction with the hotel – pre-arrival, arrival, stay and departure – constitutes the
 - a. Reservation
 - b. Registration
 - c. Guest Services
 - d. Guest Cycle

2. A number issued to a guest who has properly cancelled a reservation, proving that a cancellation request was received
 - a. Reservation Number
 - b. Registration Number
 - c. Cancellation Number
 - d. Amendment Number

3. The number of saleable rooms occupied by guests are called as
 - a. Reservation
 - b. Vacant Rooms
 - c. Waitlisted rooms
 - d. Occupied Rooms

4. A guest who has checked out before his expected date of departure.
 - a. Under stay
 - b. Overstay
 - c. Stayover
 - d. No Show Guest

5. A reservation that assures the guest that a room will be held until a specified time of the day
 - a. Waitlisted Reservation
 - b. Tentative Reservation
 - c. Guaranteed Reservation
 - d. Non Guaranteed Reservation

6. Worldwide contribution reservation system network used as a single point of access for reserving hotel rooms, airlines seats, rental cars, and other travel related items by travel agents, online reservation sites and large corporation
 - a. Global Reservation System
 - b. Central Reservation
 - c. Internet Distribution System
 - d. Intersell Agencies

7. A situation in which the housekeeping department's description of a room's status differs from the room status information that guides front desk employees in assigning rooms to guests
 - a. Reservation Discrepancies
 - b. Room Status Discrepancies

- c. Cancellation Discrepancies
 - d. Amendment Discrepancies
8. A Central Reservation system that connects independent hotels and lodging.
- a. Central Reservation System
 - b. Affiliated Central Reservation System
 - c. Non Affiliated Central Reservation System
 - d. Global Distribution System
9. Which is the most important pre-arrival activity..
- a. Reservation
 - b. Registration
 - c. Check-in
 - d. Amendment
10. Which is the third stage of Guest Cycle?
- a. Reservation
 - b. Registration
 - c. Occupancy
 - d. Departure
11. A guest who has checked out after his expected date of departure.
- a. Under stay
 - b. Overstay
 - c. Stayover
 - d. No Show Guest
12. When a guest confirms her reservation at a hotel but does not guarantee it with an advance deposit, it is treated as a
- a. Waitlisted Reservation
 - b. Tentative Reservation
 - c. Guaranteed Reservation
 - d. Non Guaranteed Reservation
13. Which is a computer-based reservation system, which enables guests to make reservations in any of the participating lodging properties at any destination in a single call.
- a. Global Reservation System
 - b. Central Reservation
 - c. Internet Distribution System
 - d. Intersell Agencies
14. A guest coming to hotel as an individual is referred to as a

- a. Walk In Guest
 - b. Free Independent Traveller
 - c. Stranger
 - d. Transient Guest
15. A date by which a provisional booking needs to be confirmed is called
- a. Final Date
 - b. Cut of date
 - c. Deadline date
 - d. Guaranteed Booking
16. A guest coming to hotel with a guaranteed reservation is called as
- a. Confirmed Guest
 - b. Walk in Guest
 - c. Scanty Baggage Guest
 - d. Commercially Important Person
17. A guest with small hand luggage
- a. Confirmed Guest
 - b. Walk in Guest
 - c. Scanty Baggage Guest
 - d. Commercially Important Person
18. A document used to help formulate a registration record; in many states, the guest signature on the form is required by law
- a. Registration Form
 - b. Reservation Form
 - c. Feedback Form
 - d. Pre-Registration Form
19. These processes inform the hotel staff about the expected arrival and the room availability status.
- a. Pre-registration
 - b. Registration
 - c. Stay
 - d. Departure
20. As a part of the pre-registration activity..... vouchers are prepared for arriving guest and sent to the concerned department
- a. Amenity Voucher
 - b. Telephone Charge Voucher
 - c. Visitor Paid out voucher
 - d. Employee Voucher
21. The activities that are carried out by the front desk agents before the arrival of guests, which helpthe process of guest registration
- a. Slow
 - b. Decrease
 - c. Neutralise
 - d. Accelerate

22. According to the Foreigner's Act, 1946 and the Registration of Foreigners Rules,, the innkeeper should keep the records of the guests staying on his premises as per Form F
- 1991
 - 1992
 - 1993
 - 1994
23. Information about foreigners registered at the hotel on Form C should be sent to the nearest.....
- Foreigner's Regional Registration Office (FRRO)
 - Foreigner's Regional Embassy Office (FREO)
 - Passport Office
 - Foreigner's Regional Reservation Office (FRRO)
24. Which of the following cannot be considered as a function of Front Office
- Checking/ Checkout
 - Exchanging messages
 - Solving Guest Problem
 - Cleaning Public area
25. The Hotel Diary system is a part of
- Reservation System
 - Personal event diary
 - Record of activities
 - Record of past events
- 26 It involves identifying and allocating an available room in the specific room category
- Room assignment
 - Rate assignment
 - Amendment
 - Room Change
27. What do you mean if the status of the room is on change?
- The room is currently occupied
 - The room is currently unoccupied
 - The room has condition that does not allow it to be rented
 - The room is currently being cleaned for the next guest
28. Unoccupied room is wrongly shown as occupied on the property management system
- Skipper
 - Sleeper
 - Sleep out
 - Scanty baggage
29. When is the meaning of V/O status?
- Vacant Occupied
 - Verified Occupied

- c. Vacant Optional
- d. Very Operational

30. At the time of check-in, guests are advised to keep their valuables in the available at the front desk.

- a. Room
- b. Safe deposit lockers
- c. Bag
- d. In the wardrobe

31. The guest can use the safe deposit box as and when required; he is required to make an entry in the safe deposit register for each use.

- a. Locker
- b. Front office
- c. Hard bound
- d. Security

32. If the change of room is done in the presence of the guest, it is called a.....

- a. Dead Move
- b. Slow Move
- c. Fast Move
- d. Live move

33. The hotel may wish to change the room if the guest was..... due to the non availability of the requested category of rooms.

- a. Amended
- b. Upgraded
- c. Charged
- d. Cancelled

34. The process of receiving and delivering messages to resident guests is known as.....

- a. Mail Handling
- b. Message Handling
- c. Room Change
- d. Guest Paging

35. If the guest is not present in the room, then the agent must check the..... for the location form (or any instructions left by the guest)

- a. Key rack
- b. Reservation file
- c. Back Office
- d. Bell Desk

36. The message slip is prepared in..... copies.

- a. Single
- b. Duplicate
- c. Triplicate
- d. Quadruplicate

37. The duplicate copy is placed in a envelope.....
- Key Rack
 - Slipped under the door
 - Attached to the registration card
 - Kept in front office log book
38. When the visitor comes to meet the guest, the front desk agent writes the name and room number of the guest on a and sends a bell boy to the area mentioned by the guest on the location form.
- Page board
 - White Board
 - Black board
 - Paging Machine
39. If there is a call is for a future guest, then the agent should note the message on a message slip and send the slip to the back office, where it would be placed along with the
- Front Office Log Book
 - Reservation Records
 - Locker
 - Information desk
40. Safe deposit boxes are usually located in the
- Front office area
 - Lobby
 - Housekeeping area
 - Reservation Office
41. Every contact a receptionist has with the guest provide an opportunity which is known as
- A sales opportunity
 - Taking opportunity
 - Sporting opportunity
 - Chatting opportunity
42. Process of tracing and locating guest in hotel premises is called as
- Night Audit
 - Bucket Check
 - Registration
 - Paging
43. Find the odd one out Bellboy functions.
- Left luggage Handling
 - Guest room booking
 - Guest escorting

d. Paging

44. The wake-up call for the guest is given by whom?

- a. Reservation
- b. Telephone Operator
- c. Bell Boy
- d. Cashier

45. A safety feature for guest to keep their valuables

- a. Safe deposit box
- b. Left luggage Handling
- c. Mail handling
- d. Paging

46. Who handles left luggage formalities and baggage check?

- a. Guest Service associate
- b. Bell Captain
- c. Duty Manager
- d. Front Office Manager

47. Send guest mails to the section.

- a. Bell Desk
- b. Information Section
- c. Reservation
- d. Travel Agents

48. The mails of resident guests are delivered in the by the bell boys

- a. Guest rooms
- b. Time Office
- c. Bell Desk
- d. Reservation

49. The is authenticated by a competent authority and sent to the front desk cashier for posting into the guest master folio.

- a. Travel charge voucher
- b. Miscellaneous charge voucher
- c. Paid-out voucher
- d. Telephone charge voucher

50. Registration Card Is used in which stage of guest cycle

- a. Pre Arrival
- b. Arrival
- c. Occupancy
- d. Departure