

Model Paper “Rooms Division-I” (First Year)
Diploma in Hotel Operations (02 Year Course)
For Annual Examination 2023 & Onwards
OBJECTIVE

Marks: 20

TIME: 30 Minutes

Note: This part is compulsory. It should be attempted on the question paper and returned to the supervisory staff after the prescribed time. Cutting or over writing, Use of Ink Remover, lead Pencil and Eraser is not allowed. Supervisory Staff is requested to attach it with the answer book.

Q # 1: Encircle the write answer from the given answers a, b, c & d. (20x1) = 20

- i. Hotels that cater to business travelers and provide services like meeting rooms and conference facilities are typically classified as:
 - a. Budget hotels
 - b. Boutique hotels
 - c. Luxury hotels
 - d. Business hotels
- ii. Which of the following is NOT a level of service commonly provided by hotels?
 - a. Full-service
 - b. Limited-service
 - c. Self-service
 - d. Half-service
- iii. The functional area of a hotel responsible for welcoming guests, checking them in, and providing information is known as:
 - a. Housekeeping department
 - b. Front office department
 - c. Food and beverage department
 - d. Maintenance department
- iv. Guests who stay at a hotel for leisure and recreation purposes are often classified as:
 - a. Transient guests
 - b. Group guests
 - c. Business travelers
 - d. Tourists
- v. What is the first stage of the guest arrival process at a hotel?
 - a. Room assignment
 - b. Registration
 - c. Greeting and welcome
 - d. Room inspection
- vi. The department responsible for managing guest reservations and ensuring room availability is known as:
 - a. Front office department
 - b. Housekeeping department
 - c. Front office department
 - d. Housekeeping department
- vii. Which of the following is NOT typically part of the registration process when a guest arrives at a hotel?
 - a. Providing a room key
 - b. Collecting payment
 - c. Verifying identification
 - d. Making a restaurant reservation
- viii. Telecommunication and communication services in hotels include:
 - a. Room service
 - b. Housekeeping
 - c. Guest messaging
 - d. Laundry services
- ix. What is the primary function of the front office department in a hotel?
 - a. Preparing meals for guests
 - b. Cleaning guest rooms
 - c. Managing guest interactions and services
 - d. Maintaining hotel infrastructure

- x.** Hotels that offer basic accommodations and services at an affordable price are generally classified as:
- a. Luxury hotels
 - b. Economy hotels
 - c. Resort hotels
 - d. Boutique hotels
- xi.** Which department in a hotel is responsible for maintaining the cleanliness and maintenance of guest rooms?
- a. Front office department
 - b. Food and beverage department
 - c. Housekeeping department
 - d. Accounting department
- xii.** Guests who stay at a hotel for an extended period, often with a special rate, are typically known as:
- a. Transient guests
 - b. Long-term guests
 - c. Tourists
 - d. Group guests
- xiii.** The process of a guest formally checking out of a hotel includes:
- a. Room assignment
 - b. Payment settlement
 - c. Greeting and welcome
 - d. Reservations
- xiv.** What term describes the area within a hotel where guests are received, checked in, and checked out?
- a. Concierge desk
 - b. Bell desk
 - c. Front office
 - d. Room service
- xv.** Hotels that focus on providing unique, personalized experiences and often have a distinctive theme are called:
- a. Chain hotels
 - b. Luxury hotels
 - c. Boutique hotels
 - d. Budget hotels
- xvi.** The classification of guests based on their purpose of traveling helps hotels tailor their services to meet the specific needs of each group. Which of the following is NOT a common classification?
- a. Business travelers
 - b. Tourists
 - c. Honeymooners
 - d. Vegetarians
- xvii.** Which department is responsible for handling guest inquiries, providing information about the hotel's services, and assisting with travel arrangements?
- a. Front office department
 - b. Food and beverage department
 - c. Housekeeping department
 - d. Security department
- xviii.** The stage in the guest arrival process where the guest's identity is confirmed, and the necessary paperwork is completed is known as:
- a. Reservation
 - b. Registration
 - c. Check-in
 - d. Check-out
- xix.** Which communication service in hotels allows guests to request services such as room service or housekeeping through the phone or a mobile app?
- a. In-room entertainment
 - b. In-room dining
 - c. Guest messaging
 - d. Wake-up call
- xx.** What term describes the industry that includes hotels, restaurants, and other service providers that cater to travelers and tourists?
- a. The food industry
 - b. Logging industry
 - c. Hospitality industry
 - d. Tourism industry

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TIME: 2:30 minutes

MARKS: 80

SECTION-I

Q.1 Write the short answers of any twenty five (25) from the following questions. (25* 2 = 50)

- i. Define "Front Office" in a hotel.
- ii. What is the primary purpose of classifying hotels according to the target market?
- iii. Name three different levels of services that hotels may provide.
- iv. List three functional areas within a hotel.
- v. Explain the concept of "Transient Guests."
- vi. What is the role of the housekeeping department in a hotel?
- vii. Describe the "Check-in" process in a hotel.
- viii. What does the room reservations department handle?
- ix. Define "Telecommunication" in the context of hotels.
- x. What is the purpose of the concierge desk in a hotel?
- xi. Explain the term "Boutique Hotel."
- xii. What is the primary responsibility of the bell desk in a hotel?
- xiii. Differentiate between "Tourists" and "Business Travelers" as classifications of guests.
- xiv. Define "Room Assignment" in the context of guest arrival.
- xv. What does the registration process involve?
- xvi. Describe the function of the "Housekeeping Department."
- xvii. Explain the term "Long-term Guests" in the hotel industry.
- xviii. What is the purpose of the accounting department in a hotel?
- xix. Define "Resort Hotel."
- xx. What is the role of the security department in a hotel?
- xxi. Why is it important for hotels to classify guests based on their purpose of traveling?
- xxii. Describe the services typically provided by the front office department.
- xxiii. What is meant by "Luxury Hotel"?
- xxiv. Explain the term "Group Guests."
- xxv. What is the purpose of the guest messaging service in hotels?
- xxvi. Define "Economy Hotel."
- xxvii. Describe the "Check-out" process in a hotel.
- xxviii. How do hotels tailor their services for "Honeymooners"?
- xxix. What is the role of the sales and marketing department in a hotel?
- xxx. Define "Chain Hotel."
- xxxi. Explain the concept of "Self-service" in hotel services.
- xxxii. What is the function of the room service department?
- xxxiii. Describe the role of the reservations department in a hotel.
- xxxiv. What is meant by "Budget Hotel"?
- xxxv. How do hotels provide "Unique Experiences" to guests?
- xxxvi. Define "Vegetarians" as a classification of guests.
- xxxvii. What is the purpose of the bell desk in a hotel?

SECTION –II

Note: attempt any three questions.

(10*3= 30)

- Q.2** Explain the importance of effective communication within the front office department of a hotel. Provide examples of situations where communication plays a crucial role.
- Q.3** Discuss the classification of hotels based on their target market, including the types of guests each classification caters to and the services they offer to meet those guests' needs.
- Q.4** Describe the key responsibilities of the housekeeping department in maintaining the cleanliness and comfort of guest rooms. Include the processes involved in room cleaning and preparation.
- Q.5** Discuss the role of the reservations department in a hotel, from handling guest inquiries to managing room availability and reservations. Explain why this department is vital for the overall functioning of the hotel.
- Q.6** Describe the various stages of the guest arrival process in a hotel, from the moment a guest enters the lobby to the time they reach their room.