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Q.P code. 576883.

## Solution

### Q. 1 a) Definitions- (1 Mark Each)

(15)

#### A. 1) Motels-

- Derived from the word Motor Hotel
- Located on Highways
- Room rate is quite low
- Facility include basic room, all day dining restaurant, parking facility, garage, etc
- Average stay period varies from few hours to one night
- Client are mainly travelers who want to rest while a long travel

#### 2) European Plan-

- Only Room Rate, all meals charged separately.
- Found in Commercial hotels.

#### 3) F.H.R.A.I.-

- Federation of Hotel and Restaurant Association of India

#### 4) Extra Bed Rate-

- As most five star hotels today do not have single rooms, but have only double rooms which could accommodate a minimum of two guests, a third person if present, is given an extra bed and charged
- This charge is in most hotels levied even if an extra bed is not given
- The rate charged could be approximately 20 to 25% of the room rate

#### 5) Franchise-

- It is the authorization given by a company to another company or individual to sell its unique products/services and uses its trademark according to the guidelines given by the former, for a specified time and place.

### b) Fill in the blanks (1 Mark Each)

- (1) Hollwood Twin Room is a room with two single beds with a common headboard.  
(2) A hotel that provides gambling facility is Casino hotel  
(3) Front Office Department takes care of reservation, reception, registration, and guest bill.  
(4) Communication Department maintains the communication network of the hotel.  
(5) Rack Rate is a fixed and a standard rate for each category of rooms

### c) Match the following (1 Mark each)

(1) Star Classification	HRACC
(2) Day Rate	50% of room rate for 6 hours
(3) Floatel	Hotel that floats on water
(4) Information Desk	Source of constant Information
(5) Complimentary Rate	No room charge

Q. 2. Answer in brief (Any three)

(15)

1) Explain in detail Domestic Tourism and International Tourism

- Tourism can be categorized as international and domestic tourism:



- **International Tourism:** When people visit a foreign country, it is referred to as international tourism. In order to travel to a foreign country, one needs a valid passport, visa, health documents, foreign exchange, etc. International tourist may be inbound or outbound.

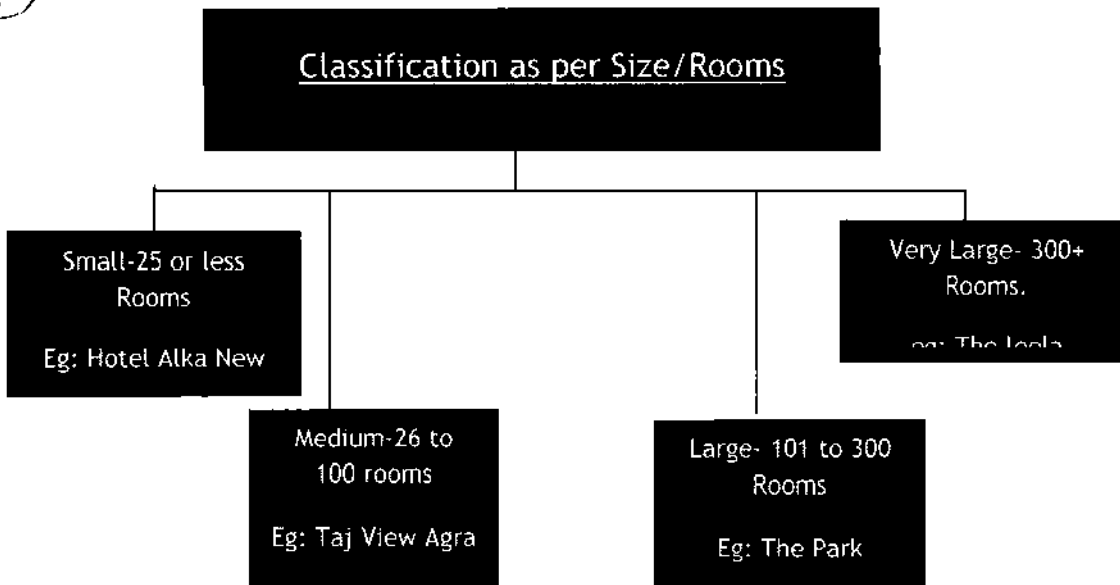
**In bound:** This refers to tourist of outside origin entering a particular country.

**Outbound:** This refers to tourists traveling from the country of their origin to another country.

- **Domestic Tourism:** The tourism activity of people within their own country is known as domestic tourism. Traveling within the same country is easier because it does not require formal travel documents and tedious formalities like compulsory health checks and foreign exchange. In domestic tourism, a traveler does not face much language problem or currency exchange problem.

2) How are the hotels classified as per the Number of rooms that they have?

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### 3) Explain Budget Hotel and Airport Hotel

#### Airport Hotel:

- Located close to airport
- Facility same as Downtown Hotel due to space constrain
- Clientele are Transient passengers, layover passengers and business travelers.
- Room rate is comparatively higher
- Hyatt Regency and Sahara Star
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#### Budget/Economy Hotel:

- They provide clean, comfortable and inexpensive rooms.
- The appeal to budget-minded travelers, like families with children, small tour groups, vacationers, retired people...
- They may have a coffee shop, in-room telephone, room service....
- Cost of room is very low.
- They are medium sized hotels.

### 4) Explain Grand Tour and Modern Era

Grand Tour: The oxford dictionary defines the grand tour as a tour of principal cities and places of interest in Europe. In those days it was an essential part of Education of rich young men. The grand tour was undertaken by wealthy social elite for culture, education and pleasure. This tour often lasted for years and hence it was a good opportunity for entrepreneurs to establish lodging, transportation and other facilities. Countries that benefited the tour included..... France, Italy, Germany, Austria, Switzerland.

During this period guide books, trained guides porters at airport etc were available. In 1841, a simple cabinet maker, Thomas Cook organized a rail tour and immortalized himself as the first tour operator.

Modern Era: The improvement in transport made traveling more easy and fast and this enabled economical as well as frequent mass movement. The introduction of Funiculars made high altitudes accessible, leading to growth of hotels in the alpiners range. The two world wars, especially the second took their toll on the hospitality industry. The massive destruction caused by the war and the resulting economic depression proved to be a major setback for the travel industry. The 1950's witnessed slow

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and steady growth of travel in the European continent. The development of aircraft and commercial passenger flights stimulated travel and in-turn accelerated the growth of the travel industry. But it is the American Entrepreneurs who were innovative and marketed the hotels aggressively. The City Hotel in New York in 1794 marked the beginning of the present day hotel. Prior to city hotel, the hotels in America were patterned the European style Inns and tavern. The Tremont House in Boston was one amongst the luxury hotels and The Statler was first amongst Business hotels. The increase in automobile travel in the 1950's led to the rise of MOTOR HOTEL a new category in the hotel industry.

### 5) Write the importance of Front Office Department

### 6) How are the hotels classified as per Architectural Design?

#### 2. Architectural design

##### A. Boutique Hotel

- A new concept in India
- It is small but very expensive
- Professional but very personal service by staff
- Restaurants are small and theme based
- Each room has a distinct personality
- Client are a Business guest who don't mind spending extra
- Hilton - Mumbai

##### B. All Suite Hotels

- In these hotels the guest rooms have a living room or Parlor.
- They also have Kitchenette, refrigerator, a sink for washing dishes
- The clientele of such hotels are business people, vacationers, professionals such as accountant, lawyers etc
- The reason they prefer these hotels are as they get two rooms and can get to work and entertain in an area which is separate from bed room.
- The duration of guest stay is longer than normal commercial hotel
- Client are normally affluent people and tourist who are fond of luxury

#### **Q. 3. Answer in brief (Any three)**

**(15)**

##### **1) List and explain any ten types of rooms found generally in hotel.**

##### **Types of Room:**

- Single Room: It is a room with a standard single bed to provide sleeping accommodation to one person. The size of a single bed is generally 6'x3'.
- Double Room: It is a room which has a double bed and provides sleeping facility for two persons. The size of a double bed is 6'x6'
- Twin Room: It is a room with two identical twin beds separated out by a small bed side table. It has sleeping facility for 2 people.
- Hollywood twin: A room with two single beds joined together with a common head board.
- Inter-connecting room: These are two rooms which are connected to each other. They have a common wall and a door in the common wall to go from one room to another. They can be used for a family by opening the connecting door as well as can be given to separate individuals by closing the common door.
- Adjoining Room: Two rooms side by side without a connecting door between them.
- Adjacent Room: Two room opposite each other with a common corridor.

- **Lanai:** This room is normally found in hotels which are situated on hill stations as these rooms have a view of waterfall or some water-body or a garden from the balcony of the room. The window is normally French window.
- **Penthouse:** They are situated on the terrace of the building. It may have an attached balcony to it. Mostly hired by businessmen, film personalities or top executives of companies.
- **Duplex:** They have two rooms on two consecutive floors and is connected to each other with a common staircase. Generally the sitting room or living room is situated on a lower floor while the bedroom is on the upper floor.
- **Efficiency room:** It is a sort of complete self-sufficient unit in itself. It contains a bedroom and a small kitchen.
- **Physically Challenged room:** These rooms are specifically designed for Physically Challenged people. They are located on the lower floor of the hotel. They have special facilities like railings in the room, bed at a lower level, peep hole at a lower level...
- **Studio Room:** They have utility furniture such as sofa-cum-bed, Murphy bed, roll-away bed etc....The furniture is such which is used for sitting purposes during the daytime and sleeping during the night time.
- **Parlour Room:** A living room or sitting room not used as a bedroom. It is generally not used as a bedroom however it may be interconnected to a single room and used as a suite.
- **Hospitality Room:** A room used for entertaining by the guest. It is not used for sleeping purpose and is generally charged on an hourly basis.
- **Suite:** Refers to a set of two rooms out of which one is a bedroom and the other is a sitting room. Suite rooms are generally costly and are very spacious. The various types of suites are:
  - Single Suite: A single room with a Parlour room attached to it.
  - Double Suite: A double room with a Parlour room attached to it.
  - Junior Suite: A large room with a partition separating the bedroom from the living room.
  - Deluxe Suite: They are the best possible room a hotel may have to offer. May have more than one living room, bedroom and kitchen.

## 2) Explain the following: Rack Rate, Group Rate, Extra bed Rate, Crib rate, Weekend and week day Rate

### Packages and Special Rates:

#### Rack Rate:

- Hotels generally designate a standard rate for each category of rooms offered
- It is the rate which is published on the Tariff card.
- The standard rate of a particular type of room before any discount is called Rack Rate
- One of the highest rates offer to a guest
- Normally offered to walk-in guest.

#### Group Rate:

- Large group (more than 15 persons) provides bulk business to a hotel, hotels offer discounted rates to group
- The group rate depends upon the number of persons in the group and the frequency of their visits
- It is generally 10% of the rack rate

#### Volume Guarantee Rate:

- It is for companies who already have a corporate rate with the hotel.
- It is a further discount given on the corporate rate.
- It is given when a company guarantees a certain number of room nights for a specific period.
- Company ask for this when they have a certain level of transient business other than the normal guest that they have.
- Hotels charge a penalty amount if the company does not fulfill the room nights.

#### Government Rate:

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- Special rates only for government officials traveling for official work
- The rates are based on the travel allowance
- ID proof is asked before they avail this rate

#### Free Individual Traveller:

- A rate given to walk in guest - FIT
- Depending upon the situation the rate is given
- It could be a special discounted rate or a high rate

#### Wholesale Net Rate:

- These are heavily discounted rates for wholesalers who operate a series of tours for groups arriving and departing together
- The rates are given for series of business given every month for a period of one year
- 15% is the normal discount rate.

#### Discounted Rate:

- Discount given on the rack rate
- Usually given in hotels to sell rooms during lean period
- They don't have any fixed tariff

#### Seasonal Rate:

- Depending on the desirability of a location at a particular time of the year, destinations may have high, low and shoulder season
- Most resorts and other seasonal hotels have separate tariffs for peak and off-seasons
- The off-season rates are much lower than regular or peak-season rates

#### Crib Rate:

- This is a special rate applicable in some hotels to children
- Most Indian hotels prefer to compliment upto a maximum of two children below the age of twelve

#### Extra Bed Rate:

- As most five star hotels today do not have single rooms, but have only double rooms which could accommodate a minimum of two guests, a third person if present, is given an extra bed and charged
- This charge is in most hotels levied even if an extra bed is not given
- The rate charged could be approximately 20 to 25% of the room rate

#### Family Rate:

- Special rates given to an entire family
- Normally found in hotels or resorts situated in holiday destinations

#### Crew Rate:

- Most airlines enter into a contract with hotels in different cities where its flights commute, wherein staff of the airline (crew) are given a very special rate for a fixed period
- Their duration of stay may be a few hours upto a maximum of 24 hours
- There is also another special rate negotiated for the lay-over passengers
- The food-plan applied would be based on the requirement, but the food element computed is also on a discounted basis

#### Week Day/Week End Rate:

- Depending on the demand of rooms in the week/weekends the room rates are fixed
- In resorts the weekend rates are higher as the demand is high during the weekends
- It's a reverse in case of a commercial hotel

#### Membership Rate:

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- Membership rates are offered to guest who are members of influential organization that provide volume of business to hotels
- Special discounted rates are given to FHRAI members, UN employees

Executives of the Other Unit of the Same Chain:

- Employees of major hotel chains have a special employee rate for all employees at their member hotels within the chain
- This is however based on the availability of space and policy of the individual hotel

Corporate Rate:

- To attract corporate special rates are given
- A contract is made between the company and the Hotel.
- The company must be able to fulfill the promised room nights for availing the discount.
- It is generally 10-20% lower than the rack rate

Commercial Rate:

- A rate agreed upon by a travel agent and the hotel for all individual room reservation

Advance Purchase Rate:

- Very similar to Airline ticket booking
- It entitles heavy discount on room rate when rooms are booked in advance
- i.e A hotel may offer more discount for a room that is booked two months in advance as compared to a room booked 15 days in advance

Package Rate:

- Package rate is quoted for a bouquet of products or services
- Marriage Package, Meeting Package, Meal Package, Holiday Package

Ad-Hoc Rate:

- A temporary rate
- It's a one of case
- On reference of gm, FOM etc

**3) Explain 24 hrs basis check in and check out system and fixed time check in and check out system.**

Check-in and Check-out Basis:

- The hotel fixes a specific time usually 12 noon as check-in and check-out time.
- This means that the charging cycle for the guest begins from 12 noon and finishes at 12 noon on the next day.
- For a guest staying in the hotel after 12 noon , the next day's charge may apply
- E.g a guest who checks-in at 06:00 am and checks-out at 06:00pm will be charged for two days.
- It is a profitable method of charging room rate as sometimes the hotel is able to sell a room, twice in a day.
- It is an easy method to keep a track of guest charges.
- It is mainly used in business hotels.

24Hour Basis:

- In this system, the charges of the room starts from the time when the guest checks-in and he has to pay for one day upto 24hrs from the time of arrival
- This system is only good for small and budget hotel.
- The receptionist work load increases as one has to keep a track of all the guest arrival time.
- E.g: If a guest check-in at 10:00 am on a particular day then his one day charges are till the next day 10:00 am

#### 4) Explain the types of Food Plans found in Hotel

##### Types of Meal Plans:

The term meal plan refers to the meal types that will be included in your room rate. This includes the following:

##### European Plan:

- It indicates that the quoted rate is only for accommodation and does not include any meals.
- It may include early morning tea.
- All the food provided by the hotel will be billed separately.
- Used in business hotel
- It is the cheapest rate
- It is mainly for businessmen who are out of the hotel throughout the day.

##### Continental Plan:

- It includes the room rate and the cost of continental breakfast.
- Continental breakfast includes: fruit juice, toast, butter, jam and marmalade and tea/coffee.
- Used in motels and B&B hotels
- It is also very cheap

##### Bermuda Plan:

- It includes room rate, early morning tea and American breakfast.
- It is also known as half-board or semi-pension plan
- Used mainly in American motels.
- As American breakfast has more inclusions the plan is costlier.

##### American plan:

- In this plan all three meals in a day are included.
- The breakfast here is Continental plan
- It is also called full-board or full-pension
- The food menus are fixed menus
- Used in resorts and suburban hotels
- It is the most expensive plan
- It is used by tourist, vacationers and conference attendees.

##### Modified American Plan:

- It includes breakfast and lunch or dinner
- It is used in resorts
- It is cheaper than American Plan
- It is for tourist, who are out in the day time for sightseeing and are back to the hotel at night.

5) Explain- Crew Rate, Government Rate, Ad-Hoc Rate, Membership Rate, Corporate Rate

6) Explain- Luxury Tax, Sales Tax, Expenditure Tax

#### Q. 4. Answer in brief (Any three)

(15)

##### 1) Explain Intra Departmental between Front office and Housekeeping Inter Departmental Co-Ordination

The front office communicates guest requests to other departments which work in close co-ordination and co-operation:

##### Housekeeping:



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**Room status Discrepancy report:** This report is individually prepared by both Front Office and Housekeeping, wherein the status of the room is mention and later the report from both the department are tallied for any discrepancy. This report is very helpful to detect *sleepers*.

**Special Arrangement for VIP:** Guests may request for additional or special amenities during their stay like extra blanket, towel, toothbrush, etc...When such requests are received at the reception or telephone it has to be conveyed to the housekeeping department. For VIP guest the housekeeping may have to place flower arrangement on the request of Front desk.

**Room clearance Arrangement:** When a guest departs it is updated on the system and hence housekeeping cleans the room. This room needs to be cleaned and ready for the front desk to sell it again. This arrangement plays a very important role when there are flight layover guest who check-in together at night and front desk needs bulk rooms.

## 2) Explain VOIP & AYS

**Voice-over-internet-protocol:** VoIP (voice over IP) is an IP telephony term for a set of facilities used to manage the delivery of voice information over the Internet. VoIP involves sending voice information in digital form in discrete packets rather than by using telephone. A major advantage of VoIP and Internet telephony is that it avoids the tolls charged by ordinary telephone service. It is the future of hotels as most hotels are shifting towards it.

**A.Y.S ( At Your Service):** It replaces the traditional PBX department and In room Dining. It handles both Internal and External Phone Calls. In the past, it was common for guests to speak with many different associates depending on their needs and requests. Guests were often transfer more than ones and were even connected to voice mail. In the AYS environment, there will be limited transferring of calls and voice mails. The agent & Runner- They handles all internal and external phone communication, providing a "One Stop Shop" approach the guest request.

The guests will only have to make one call and the AYS associate will be able to handle any request. Using this "One Stop Shop" proactive service concept requires AYS staff members to have extensive knowledge of all hotel operations. Guest room phones will be reprogmmmed in such a way that the guest is instructed to press one button for all hotel services including Room Service, Bell Service, and Housekeeping. The goals of the AYS Programmes are to:

- Create and maintain hotel based repeat guest information
- Provide guests with one source of service, information, issues and concerns for positive impact
- Increase the speed and consistency of delivery
- Follow up with guest to insure satisfaction

## 3) Write the duties and responsibilities of Front Office Manger

Front Office Manager:

The front Office manager is in charge of the front office department and and uses the available resources (employee, material and money) to maximize the output. His duties and responsibilities include:

Direct and coordinate the activities of the front office department.

- Be a link between the management and front office employees.

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- Plan the budget for the year and present the same to the management
  - Responsible for hiring, training, supervising and discipline all front office employees
  - Develop and maintain Standard Operating Procedures(SOP)
  - Evaluate the job performance of subordinates.
  - Prepare the necessary forecasts along with Reservation manager, revenue manager and Director of Sales.
  - Keep updated with the new trends and ideas in the hospitality industry.

#### 4) Write the duties and responsibilities of Lobby Manager

Lobby Manager:

- Assist the front desk team at all times.
- Meet guests' special requests and handle guest grievances.
- Conduct shift briefings and staff grooming check.
- Prepare morning occupancy reports and distribute it to the HOD of different departments.
- Conduct surprise check of staff and rooms.
- Prepare and maintain SOP for the front desk.

Evaluate and conduct appraisal of front desk

#### 6) Write the Job Description of Telephone Operator

##### 2. TELEPHONE OPERATOR

Job Title: Telephone Operator

Reports To: Telephone Supervisor

Front Office Manager

Duties & Responsibilities:

1. Organize the wake-up call service and provide a timely service to guests.
2. Be familiar with all operational procedures within the department.
3. Maintain the telephone equipment and ensure its proper usage.
4. Maintain the information board of the room numbers and names of VIP's, groups and airline crews in the house
5. Responsible for the accurate accounting of telephone charges of guests and employees.
6. Practice proper telephone manners
7. Take over shift log book and note the special instructions for the shift. Record special instructions for the next shift as appropriate.
8. Maintain caller privacy at all times.

#### 6) Explain EPABX & PBX system.

**EPABX:**

It stands for Electronic Private Automatic Branch Exchange.. . The EPABX can fulfill the following functions:

1. Direct dialing local calls
2. Direct dialing domestic long distance calls
3. Direct dialing of international calls
4. Direct dialing of internal extensions
5. Call waiting facility
6. Conference call
7. Wake-up call

8. Voice mail
9. All charges are electronically fed into the front office automated systems which charge the guest folio directly through a call accounting system.

**PBX:**

It stands for Private Branch Exchange.

The features include:

1. It requires the telephone operator to connect all incoming and outgoing calls.
2. They come in many variations for example, 3+9, 5+20, 10+50, etc. The first digit stands for the number of incoming lines and the second digit stands for the number of extensions.
3. The work load on the operator is very high in this system as all calls need to be routed through her.

**Q. 5. Write short notes on (any three)**

**(15)**

**1) Commercial Hotel**

- Located in the centre of the city.
- Short distance from business centre, shopping area, theatres, etc.
- Room rates are higher
- They have a business clientele
- Normally has facilities like business centre
- Average duration of stay is between 5 -7 days

Trident Nariman Point

**2) Concierge**

They are known for their resource fullness and their extensive network of contacts. The main functions of this section are :

- a. Providing relevant and accurate information to the guests and answering queries.
- b. Making reservation for dining
- c. Providing tickets for theatre or sporting events
- d. Arrange for transportation

**3) Ancient Era**

Ancient Era: The earliest recorded evidence of the hospitality facilities in Europe dates back to 500 BC. Ancient cities in Greece had substantial number of establishments that offered food and drink as well as beds to travelers. The earlier inns were very basic and offered a cot or bench and some times a stable. Travelers used to stay in large halls. In the third AD, numerous lodging premises mushroomed in Europe and Asia due to development of brick paved roads, they were known as Mansionis. This condition prevailed for several years till Industrial Revolution in England led to development of transport(railways & steamships) and slowly the focus of travel shifted from leisure to business. In Europe the aristocrats patronized Chaltels(small cottages).

**4) Supplementary Accommodation**

Sarai/Dharamshala:

- They are found at popular pilgrim places.

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- They are constructed by welfare trusts, social organizations, my the state...
- The room rate is bare minimal
- They may have around 20-50 rooms
- They provide basic sleeping facility

#### Dak Bungalow/Circuit House/Forest Lodge:

- These were built as rest houses during the british Raj, as rest houses for officers across the country.
- The room rate at these places is very low.
- The décor is very different and has an old world style.
- They are owned by the state government
- They ca be accessed through the local district administration.

#### Lodge/Boarding House:

- They are modest hotels.
- They have very low rates.
- They are not located in the centre of the city
- The number of rooms are not high
- They have standard facilities like: clean room and restaurant

#### Youth Hostel:

- They cater to the youth
- They have low cost dormitory accommodation.
- They may have a small mess and a common bath area.
- They are very well maintained and located in many cities.