

INTERVIEW QUESTIONS (Front Office)

1. What is Hotel?

Ans. Hotel is a commercial establishment which offers food, accommodations and other services for a price to prospective client, who are willing to pay for it and are in a fit condition to be received.

2. What is the importance of Front Office to the hotel?

3. What are the functional areas of Front Office?

- ⊕ Reservation
- ⊕ Reception or registration
- ⊕ Information
- ⊕ Cashiering
- ⊕ Bell desk
- ⊕ Telephone
- ⊕ Travel desk
- ⊕ Business centre

4. What is PMS?

- ⊕ PMS is an application software Package , which is used to run the activities smoothly in all the concerned departments in the hotel industry. And it is used in the organization to look after the control of the departments.

5. What are the examples of PMS System?

- ⊕ IDS
- ⊕ FIDELIO
- ⊕ OPERA
- ⊕ THISCO
- ⊕ CLS
- ⊕ SHAWMAN
- ⊕ INNFRONT

6. Benefits of PMS System

- ⌘ Control of the departments. & all aactivities run smoothly
- ⌘ Time saving
- ⌘ Effective and good standard of services
- ⌘ Work very friendly

- ✘ Store & Retrieve data quickly
- ✘ Easy start-up
- ✘ Portability
- ✘ Constant updates
- ✘ Security

7. What are the electronic devices used in Front Office?

Ans. Computer, Printer, Scanner, Credit Card validator, Telephone.

8. What are the examples of Room Status?

Ans. Vacant, Occupied, Out of Order, Out of Service, Dirty, Clean

9. What are the examples of Room Features?

Ans. Smoking, Non-smoking, Hill Facing, pool facing etc..

10. What are the examples of Room Types?

Ans. SUP, DLX, PSU, SUT

11. What are the examples of Meal Plans?

Ans. AP, MAP, EP, CP, Bermuda plan, Dine around plan

12. Name of five International Currencies?

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14. Name of five International Airlines.

15. Name of FIVE International reputed Hotel Groups.

16. Name of five reputed travel agency of India.

17. What is HRACC?

Ans. Hotel restaurant approval and classification committee

18. What is FHRAI?

Ans. FEDERATION OF HOTEL RESTAURANT ASSOCIATION OF INDIA

19. What is GDS? Ans. GLOBAL DISTRIBUTION SYSTEM

20. What is GPS? Ans. GLOBAL POSITIONING SYSTEM

21. Example of CRS

- ⊕ Opera
- ⊕ MARSHA
- ⊕ Taj Central Reservation System
- ⊕ Leading Hotels of the World
- ⊕ Utell
- ⊕ Best Western Hotels
- ⊕ Welcomnet
- ⊕ Holiday Inn Worldwide

22. What is Rack Rate?

Ans. Rack Rate, Discounted Rate, Package Rate, Contract Rate

23. What are the examples of GDS?

- ⊕ Apollo
- ⊕ Gemini
- ⊕ Galileo
- ⊕ Sabre
- ⊕ System One
- ⊕ Worldspan
- ⊕ Amadeus
- ⊕ Axess
- ⊕ Abacus
- ⊕ Infini
- ⊕ Fantasia

24. What is POS? – Ans. Point of Sales

25. What is PSO ? Ans. (Passenger service order)

26. What are OOO and OOS? Ans. Out of Order and Out of Service