

Roll No.

BHM–201

Front Office Operation

Bachelor of Hotel Management (BHM–11/16)

Second Year, Examination, 2018

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these sections according to the detailed instructions given therein.

Section–A

(Long Answer Type Questions)

Note : Section ‘A’ contains four (04) long answer type questions of nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. What do you mean by pre-registration ? Draw a neat format of Guest Registration Card and explain in detail about check-in procedure followed in case of group.
2. Write a detailed note on ‘Luggage Handling by Bell Desk’.
3. Write a detailed note on ‘Mode of Bill Settlement’.

(B-86) P. T. O.

4. What do you mean by 'Currency Exchange' ? Explain currency exchange procedure followed in hotel with suitable forms and formats used.

Section-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Write a short note on 'self check-in terminals'.
2. What do you mean by Concierge ? List their functions.
3. Explain the procedure of changing guest room.
4. Write a note on Visitor Tabular Ledger with its neat format.
5. What do you mean by 'self checkout' ? Explain.
6. Write a note on 'Input devices used in Computer'.
7. What do you mean by PMS ? List its importance in hotel.
8. Write a short note on 'Message Handling'.

Section-C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this Section are compulsory.

State whether True/False :

1. Guest Registration Card is used for taking reservation.
2. Rooming List is prepared at the time of group check-in.

3. Form-F is used only for foreign nationals checking-in procedure.
4. A guest checking-in with prior reservation is known as walking-in.
5. The commission voucher should be authorized by the competent authority of the hotel.
6. City ledger contains accounts of non-resident guest of hotel.
7. VIP stands for Very Important Person.
8. Cash payment is accepted in hotels.
9. A hotel provides boarding and lodging facilities to bonafide traveller.
10. Micros-Fidelio is an example of property management system used in hotel.