

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. 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. Define registration. Draw a neat format of Guest Registration Card and explain in detail about check-in procedure followed in case of VIP.
2. What are the components of computer ? Write a note on input devices, output devices and storage devices.
3. List the various types of vouchers used in front office. Explain any *two* with their format.

4. Explain departure procedure followed in hotel with suitable forms and formats used in procedure.

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 ‘Key Handling’.
2. What do you mean by ‘Form-C’ ? Draw the neat format of Form-C.
3. Write a short note on ‘Guest Paging’.
4. What are the various types of passport ? Explain each.
5. What do you mean by ‘Currency Exchange’ ? Explain currency exchange procedure followed in hotel with suitable forms and formats used.
6. What are the various folios used in hotel ? Explain about guest folio with format of the same.
7. Draw the neat format of rooming list used in check-in of group.
8. Write a short note on ‘Left luggage procedure’.

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 also known as Form-F.
(True/False)

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2. Rooming list is prepared in advance for group check-in. (True/False)
3. From-C is used for foreign nationals checking-in procedure. (True/False)
4. A guest checking-in with very less or no luggage is known as scanty baggage guest. (True/False)
5. Visitors paid out vouchers are made for petty expense of guest. (True/False)
6. Guest folio contains individual guest account. (True/False)
7. VTL stands for Guest History Card. (True/False)
8. GHC stands for Guest History Card. (True/False)
9. VDU stands for Visual Display Unit. (True/False)
10. Fidelio is an example of property management system used in hotel. (True/False)

