

P-799

Total Pages : 3

Roll No.

BHM-403T

Accommodation and Front Office Operations-II

Bachelor of Hotel Management (BHM)

4th Semester Examination, 2023 (June)

Time : 2 Hours]

[Max. Marks : 35

Note : This paper is of Thirty Five (35) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answer to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

SECTION-A

(Long Answer Type Questions)

Note : Section 'A' contains Five (05) long answer type questions of Nine and Half (9½) marks each. Learners are required to answer any Two (02) questions only.
(2×9½=19)

1. Briefly discuss the different types of Pest and their control procedure.

2. Define Registration, explain its process and draw the format of Form 'C' and Registration card ?
3. Describe the front office accounting system and list its purpose.
4. Describe message handling procedure followed in hotel.
5. Discuss the room features required by the differently abled guest, single lady guest and children.

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 any Four (04) questions only. (4×4=16)

1. Give the cleaning procedure for cloak rooms and lift.
2. Give the special features provided to Airline crew and single lady guest by the hotel.
3. Describe the terms express check out, early check out and late check out.
4. Explain the left luggage procedure.

5. Briefly mention different types of guest complains and request and how front office deal with it.
 6. What causes accidents ? Explain the procedure followed in case of accident. Draw the format of accident report form.
 7. Write short note on "Form C".
 8. Write a short note on "Room Selling techniques".
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