BHM–201

Front Office Operation

Bachelor of Hotel Management (BHM–11/16)

Second Year, Examination, 2017

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. What do you mean by complaints ? What benefits are derived from complaints ? Explain complaint handling procedure.

2. List the various functions performed by bell desk and concierge. Explain each in detail.

3. Write a detailed note on 'Property Management System'.

4. What are the various services provided to in-house guests ? Explain guest mail handling procedure 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 'Pre-registration Activity'.

2. What do you mean by 'Form-C' ? Draw the neat format of Form-C.

3. Write a short note on 'Luggage handling procedure'.

4. What are the various types of ledger used in front office ? Explain Visitor Tabular Ledger with format.

5. What do you mean by 'Express Check-out' ? Explain its procedure.

6. What are the various cash mode of settlement of guest account ? Explain about any *two*.

7. What are the duties and responsibilities of a Night Auditor ?

8. As a Front Office manager how will you handle guest complaints ?

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. GRC stands for Guest Registration Card.

2. Rooming List is prepared in advance for group check-in.

3. Form-C is used for every guest's checking-in procedure.

4. A guest checking-in with very less or no luggage is always a skipper.

5. Visitors Paid out vouchers are made for petty expense of guest.

6. Guest folio contains accounts of all guests in hotel.

7. Yield management aimed to achieve high revenue for the hotel.

8. Guest History Card is helpful for hotel.

9. Pen drive is an internal storage device.

10. Fidelio is an example of property management system used in hotel.

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