

Roll No.

HM–202

Front Office Management

Master of Hotel Management (MHM–17)

Second Semester, 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 understand by the term “Room rate designation”? Explain.
2. Describe the *four* phases of guest cycle.
3. Explain the advantages of express check out facility offered to guest.
4. Foreign currency encashment requires special attention. Comment.

(B-79) P. T. O.

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. What role does a bell boy in the departure of a guest apart from carrying the guest luggage ?
2. Explain the advantages of a self check out unit.
3. Differentiate between guest ledger and city ledger.
4. What is visitors tabular ledger ? Explain.
5. What are the duties and responsibilities of a night auditor ? Briefly explain.
6. Explain the following terms :
 - (a) Occupancy Report
 - (b) High Balance Report
7. What are the major benefits of "Forecasting" ?
8. Write a note on message handling in hotel.

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.

Fill in the blanks :

1. A situation when a hotel books more rooms than its total inventory of rooms is known as
2. percentage is the ratio of beds occupied to the hotel numbers of beds in the hotel.

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3. The front desk accounting cycle begins with the creation of folio.
4. Guest can check out promptly by operating terminals.
5. A tag is attached to every article that is kept in the left luggage room.
6. The registration of a scanty baggage guest requires authorization from manager.
7. Filling is mandatory in case of the registration of a foreigner guest.
8. A room having separate living and bedroom is called as
9. Continental plan includes
10. The room located on the top floor of the hotel is called