

Total No. of Pages : 4

Roll No.

BHM – 201

Front Office Operation

Bachelor of Hotel Management

(BHM- 11/16)

Second Semester, Examination-2019

Time : 3 Hours

Max. Marks : 40

Note : This Paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section- A

(Long-Answer-type questions)

Note : Section 'A' Contains Three (03) Long-Answer type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

(2 x 10 =20)

S-231

P. T. O.

(2)

1. Define Yield Management? Explain process of yield management in detail.
2. Write a detailed note on "Handling guest complaint".
3. Explain the check-out procedure for group in detail.

Section - B

(Short-Answer-Type questions)

Note : Section 'B' contains six (06) Short- answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4x5=20)

(3)

1. Draw neat formats of Guest Registration card.
2. Differentiate between credit settlement and cash settlement.
3. Write a note on guest mail handling.
4. Write a note on currency regulations.
5. Explain in detail on body language.
6. Write a note on baggage handling.