

Total No. of Pages : 4

Roll No.

BHM – 403 T

Accommodation and

Front Office Operations- II

Bachelor of Hotel Management (BHM – 17)

4th 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-220

P. T. O.

(2)

1. Explain the cleaning procedure of Lobby and write short note on safeguarding Assets.
2. Describe the message handling procedure.
3. 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 six (06) Short- answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4x5=20)

S-220

(3)

1. Write short note on Form C and draw its format.
2. Discuss the duties of concierge.
3. Write short note on Post departure courtesy services.
4. What is First Aid? Describe the emergency procedure followed in case of Heart Attack and burn.
5. Write short note on Room selling Techniques.
6. Discuss the different vouchers prepared and handled by Front office.