

S-946

Total Pages : 3

Roll No.

BHM-201

Front Office Operation

Bachelor of Hotel Management (BHM)

2nd Year Examination, 2022 (Dec.)

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.

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. What is guest registration cycle? Describe various methods of registration used in hotel with necessary format.

2. Define the term bell desk. Also, explain the various functions of bell desk area of five star hotels and draw one related format.
3. List possible causes of guest complaints. How are guest complaints handled by front office assistant?
4. What are the duties and responsibilities of Night Auditor in hotel? Also, explain step by step method of night audit process.
5. What is Yield Management? Justify its importance to the hotel industry and highlighting its advantages.

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. What is Form-C and Form-F ?
2. List various forms and formats used by bell desk.
3. What is Passport? Also, explain the various types of passports issued by Govt. of India.

4. Explain the procedure of mail delivery in a hotel.
 5. What is Centralised Reservation System?
 6. Give five essential personality traits of a front office staff.
 7. Write short note on 'Input devices used in Computer'.
 8. Write short notes on the following (any *two*) :
 - (a) Scanty baggage.
 - (b) Over booking.
 - (c) Visa.
 - (d) Express check-out.
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