

S-930

Total Pages : 3

Roll No.

BHM-403T

Accommodation & Front Office Operations-II

Bachelor of Hotel Management (BHM)

4th Semester 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 do you understand about pre-reservation activities?
Explain the importance of pre-arrival activities.

2. 'Updating front office records after a guest's departure is very important, Explain the statement.
3. Define 'the front of the house and' 'the back of the house'. How are they cleaned and maintained?
4. List 10 hazards in housekeeping. Also, explain proper methods to deal with them.
5. List duties and responsibilities of a front office manager in a Five Star Hotel.

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. Draw a format of GRC (Guest Registration Card). Why it is used in the front office? What are the advantages and disadvantages of GRC.
2. What is late charges? How are late charges avoided ?
3. Explain the flow of the registration process.

4. Explain form C with the help of a proper format.
 5. What is first aid? Write a short note on the first aid box.
 6. What is pest ? Why is pest-control important?
 7. What is a public area in a hotel? Why is their cleaning and maintenance important?
 8. What are the various leisure areas in a hotel? What is the procedure to clean them?
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