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Total Pages : 3

Roll No. -----

BHM-301

Front Office Management

Bachelor of Hotel Management (BHM-11/16)

Third Year, Examination 2021 (Winter)

Time: 2 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 Five (05) long-answer-type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

[2 x 10 = 20]

P.T.O.

- Q.1. Define budget? Explain various types of budget.
- Q.2. Write a detailed note on basic concepts of marketing in hotels.
- Q.3. What are the different cleaning agents in hotel? Describe in brief of any 5 of them.
- Q.4. Discuss the advantages and dis-advantages of PMS in Hotel. Name any 5 reports prepared through PMS.
- Q.5. What is the importance of coordination to other departments for Housekeeping functions? Explain.

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

[4 x 5 = 20]

- Q.1. Highlight the importance of safety and security in a Hotel.
- Q.2. Discuss Visitors Paid out Voucher? Draw the format of VPO?
- Q.3. Describe any five commonly used reports in front office?
- Q.4. Explain the process of cleaning Public restrooms.
- Q.5. Explain the process of fixing room mates.
- Q.6. Describe the qualities of front office personnel.
- Q.7. Draw the Hotel Reservation form and Guest Registration card.
- Q.8. What is inventory control ? Why is stock taking important?
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