BHM–201

Front Office Operation

Bachelor of Hotel Management (BHM–11/16)

Second Year, Examination, 2017

Time : 3 Hours   **Max. Marks : 30**

Note : This paper is of **thirty (30)** marks containing **three (03)** sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section–A

(Long Answer Type Questions)

Note : Section 'A' contains four (04) long answer type questions of seven and half ($7\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. What is procedure of handling left luggage of guest after departure ? Explain in detail with format of 'left luggage register' and 'luggage tag'.

2. What is check-in ? Explain the step-by-step procedure of group check-in with format of 'rooming list'.

3. Write a detailed note on 'Foreign Currency Exchange Procedure' followed in hotel with format of 'Foreign Currency Encashment Certificate'.

4. Write short notes on any *two* of the following :

   (a) Visitors Tabular Ledger

   (b) Front office Accounting Cycle

   (c) Yield Management in Hotel

Section–B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of two and half ($2\frac{1}{2}$) marks each. Learners are required to answer *four* (04) questions only.

1. Draw the neat format of 'Guest Registration Card'.
2. What are the functions of concierge ?
3. Write a note on 'valet operations'.
4. What is guest folio ? Explain it with suitable format.
5. What is 'Passport' ? Explain the various types of passports issued in India.
6. Explain the procedure of allotting safety deposit locker to hotel guest with suitable formats.
7. Explain the procedure followed to change the guest room with neat format of 'change room slip'.
8. What are the duties and responsibilities of Night Auditor in hotel ?

Section–C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this section are compulsory.

State whether following statements are 'True' *or* 'False' :
1. VPO stands for visitors Paid out.

2. Form 'C' is filled for foreign guest checks-in hotel located in Kolkata.

3. PMS stands for Property Management System. -

4. Night Auditing in hotel is an unimportant activity.

5. Use of computers in hotel improves efficiency of hotel.

6. Scanty baggage register is used to record scanty baggage guest.

7. Hotel accepts cash for settlement of guest bills.

8. Safety deposit locker is a useful facility for the hotel guest.

9. Page board is used in guest paging in hotel.

10. Travel agents voucher is issued by hotel.