

BHM-201

Front Office Operation

Bachelor of Hotel Management (BHM-11/16)

Second Year, Examination, 2019 (June)

Time : 3 Hours]

Max. Marks : 40

Note : This paper is of Forty (40) marks divided into 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 Nine and half (9½) marks each. Learners are required to answer any two (2) questions only.

(2×9½=19)

1. List various forms and formats used by bell desk. Draw neat format of two and explain each.
2. List the various vouchers used in hotel. Explain three with neat format.

3. Write a detailed note on 'Departure Procedure'.
4. What do you mean by night audit? Explain step by step procedure of night auditing.

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. Write a short note on 'Registration Records'.
2. What do you mean by left luggage? Explain the procedure of handling left luggage.
3. Write a short note on 'Horizontal Tabular Ledger'. Draw its neat format.
4. What do you mean by express check-out? Explain.
5. List the various types of complaints. Explain each type.
6. Write a note on 'output devices used in Computer'.
7. What do you mean by PMS interface? Explain various standalone PMS interfaces used in hotel.
8. Write a short note on 'Guest Mail Handling'.

SECTION-C
(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) marks each. All the questions of this section are compulsory. (10 \times $\frac{1}{2}$ =05)

State whether True/False :

1. GHC stands for Guest History Card.
2. Rooming List is not prepared for group check-in.
3. Form-F is used for every guest's checking-in procedure.
4. A guest checking-in with very less or no luggage is known as scanty baggage guest.
5. VPO stands for Visitors Paid out.
6. City ledger contains accounts of all guests in hotel.
7. Yield management aimed to achieve low revenue for the hotel.
8. Hotel always accepts personal cheques for payments.
9. Hard Disk is an internal storage device.
10. PMS stand for Property Management System.