BHM-403T

Accommodation and Front Office Operations-II

Bachelor of Hotel Management (BHM-17)

Forth 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. What are pest? Name 5 common pests found in hotels and suggest methods of their eradication.

2. Define safety. Write a detailed note on 'Hotel Safety'.

3. What do you mean by guest complaints? What are the different types of guest complaints? Explain the procedure of handling guest complaints.

4. Explain the departure procedure followed in 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. Write a short note on 'Safeguarding asset'.

2. Define job description. Write job description of public area supervisor.

3. Explain fire prevention technique for class-B fire.

4. What is first aid? List the items you may find in First Aid Box.

5. Write a note on 'Front Office Accounting Cycle'.

6. What do you mean by express check-out? Explain the procedure of express check-out.

7. What is Guest History Card? Explain its use.

8. Explain Check-in procedure guest with confirm reservation.

SECTION–C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half (½) marks each. All the questions of this section are compulsory.   (10×½=05)

Briefly explain in one or two sentences

1. Credit limit.

2. Guest history card.

3. N.C.R.

4. Guest ledger.

5. Average rate per guest.

6. Average room rate/revenue.

7. Advance deposit.

8. Allowance.

9. No Show.

10. Overstay.

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