

HM-202

Front Office Management

Master of Hotel Management (MHM-17)

Second Semester, Examination, 2019

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 ($9\frac{1}{2}$) marks each. Learners are required to answer any two (2) questions only.
($2 \times 9\frac{1}{2} = 19$)

1. Classify hotels on the basis of location & clientele with examples.
2. Explain the mail handling procedure followed in the hotels.
3. Briefly explain the Foreign Currency Encashment Procedure with the format.

4. Discuss any ten types of discounted rates offered by hotels to their guest?

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. Discuss the phases of Guest Cycle.
2. Give the history and growth of Taj Group of Hotels.
3. Mention the duties and responsibilities of Front Office Manager.
4. Discuss the various sources and modes of reservation.
5. Briefly explain the check in procedure for the group and draw the format of Form C.
6. Explain the different types of guest complaint. List the procedure of handling guest complaints.
7. Describe any four vouchers prepared by front office with their format.
8. Discuss the criteria for evaluating the performance of the 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. (10 \times $\frac{1}{2}$ =05)

1. hotel mark the beginning of present day hotel industry.
2. hotel provide in house gambling facility to guest.
3. FHRAI stands for
4. Continental Plan includes Room Rent and all major meals.
(True/False)
5. provides information and personalized services like restaurant reservation, movie tickets travel arrangements etc.
6. A room with two single bed separated by coffee table is known as
7. Shifting of Guest luggage from one room to another in the presence of guest is called
8. Express check out may not require queuing at the front desk.
(True/False)

9. A room on the terrace of the hotel with a view of sky is known as

10. High Balance Report is prepared by Night Auditor.

(True/False)
