

- (d) Explain the procedure of the Check In of a guest with the help of a diagram or a flow chart.
- (e) Explain the points taken into consideration for work shift handover.
- (f) Justify the statement "Complaints are business opportunities not threat."
- (g) What is Rooming List? Draw the format of it?

Printed Pages : 4



HM203

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 174210

Roll No.

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BHMCT
(SEM. II) THEORY EXAM. 2014-15
FRONT OFFICE OPERATIONS-II

Time : 2 Hours]

[Total Marks : 50

Note : Attempt the questions from each section as indicated.

SECTION - A

Q1. Attempt all questions :

1x10=10

Define the following

(a) Float

- (b) City Ledger
- (c) Bumped Reservation
- (d) Bundling
- (e) Lanai
- (f) Quad
- (g) All suite Hotel
- (h) En pension
- (i) Half Board
- (j) Folio

SECTION - B

Q2. Attempt any *five* questions from the following : 3x5=15

- (a) Define Uniformed Staff. How they play important role in Guest Handling?

- (b) What is 'C' Form? Draw Format of Registration card & 'C' Form?
- (c) What are the reasons for Room Change? Explain the Room Change Procedure.
- (d) Explain the Job Description of a Front office manager.
- (e) What is Guest Cycle? Draw the format of it.
- (f) Explain the Room key management in detail?

SECTION - C

Q3. Attempt any *five* questions from the following : 5x5=25

- (a) Define Registration and its types?
- (b) List any 10 sub-sections of the front office department. Explain their function in Brief.
- (c) Who is a Night Auditor? Explain the duties & Responsibilities of the Night Auditor.