

- (d) With a help of a flow chart explain the Ccheck In procedure of a chance guest?
- (e) What are the qualities of a good front office employee?
- (f) Justify the statement "A Hotel is a home away from home".
- (g) What are the possible reasons for changing guest rooms? Explain the room change procedure?
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Printed Pages : 4



NBHM203

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

PAPER ID : 174221

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 all section

SECTION - A

Q1. Attempt any *ten* questions :

1x10=10

Define the following terms :

(a) No Show

- (b) Pent house
- (c) Cabana
- (d) Motels
- (e) Occupancy %
- (f) A & D register
- (g) House Count
- (h) Reservation Form
- (i) Skipper
- (j) Modified American Plan
- (k) Garni Hotels
- (l) Efficiency room

SECTION - B

Q2. Attempt any five questions: 3x5=15

- (a) Discuss different types of Registration and their procedure.

- (b) Give the format of Bulk reservation Form.
- (c) Give the Room Change Formats. Also Explain Room Change process.
- (d) How Doorman plays an important role in creating an impression of guest delight. Discuss.
- (e) Explain the Check In process for a VIP Guest?
- (f) What is room key management? Explain in detail.

SECTION - C

Q3. Attempt any five questions: 5x5=25

- (a) What is the importance of registration of a guest in Hotel? Draw a neat guest registration card.
- (b) How do you manage group arrival? Draw the necessary formats for group arrival.
- (c) What do you mean by forecast in front office? How do you forecast occupancy?