

- (e) Define questionnaire. Draw a sample questionnaire.
- (f) How would you increase the room sales as a front office personnel?
- (g) Explain the procedure of handling 'Fire' situation in a hotel.

Printed Pages : 4



NBHM403

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

PAPER ID : 174403

Roll No.

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

Time : 2 Hours]

[Total Marks : 50

Note : Attempt the questions from each section as indicated.

SECTION - A

Q1. State (T/F) or fill in the blank or expand or define all of the following: 1x10=10

- (a) USP means upselling the product. (True / False)

- (b) C Form is an essential document for all foreign guest. (True / False)
- (c) Room tariff which include all meals along with room tariff.....
- (d) Concierge is a member of housekeeping staff. (True / False)
- (e) Fidelio is a name of a hotel in Goa. (True / False)
- (f) Situation where registered guest doesn't stay at hotel at night.....
- (g) Expand C.R.S.
- (h) Define float
- (i) Define blocking
- (j) Expand EPABX.

SECTION - B

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

- (a) How would you handle guest complaints and what are the possible solutions of them?

- (b) What is overbooking and why is it done?
- (c) What are the different modes of payment available for guest? Explain traveller's cheque in detail.
- (d) Write a short note on pagers and its various types.
- (e) What is suggestion box? How do they help in achieving guest satisfaction?
- (f) How would you handle an irate guest?

SECTION - C

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

- (a) What is an internet? What is the role of internet in FO department?
- (b) Explain in points the guidelines and steps to be followed for accepting credit card payment.
- (c) Define timid guest. What are the steps involved in making the guest confident and comfortable about your Hotel?
- (d) Explain in detail guest history card with its format.