BHMCT
(SEM. IV) EXAMINATION. 2007
FRONT OFFICE OPERATIONS-IV

Time : 2 Hours] [Total Marks : 50

Note : Attempt all questions.

1. Attempt any two parts of the following : \(2 \times 7 = 14\)
   (a) What is ‘Pager’? Why have pagers become obsolete?
   (b) What is ‘Fax’? How do you send fax?
   (c) Explain EPBAX. How do you handle EPBAX?

2. Attempt any two parts of the following : \(2 \times 6 = 12\)
   (a) What is overbooking? Why do you overbook?
   (b) How do you handle fire in the hotel? What are the instructions you will give to guests in case of fire?
   (c) How will you handle death of a guest in hotel room? Explain.
3. Attempt any two parts of the following: \( 2 \times 6 = 12 \)
   (a) How do you ensure guest satisfaction during his/her stay in the hotel?
   (b) Why do you maintain guest history card? Draw the format of guest history card.
   (c) ‘Handling complaint is vital for any hotel’ comment. Suggest a complaint handling process.

4. Attempt any two parts of the following: \( 2 \times 6 = 12 \)
   (a) Define ‘passport’ and ‘visa’. Differentiate between the two.
   (b) Write a note on Traveller’s cheque.
   (c) What is 'credit card'? How do you handle credit cards in hotels? Explain.