BHMCT
(SEM. II) EXAMINATION, 2006-07
FRONT OFFICE OPERATIONS - II

Time : 2 Hours] [Total Marks : 50

Note : Attempt all questions. All questions carry equal marks.

1. What is the importance of registration of a guest in hotels? Draw a guest registration form.

OR

1. What are different types of registration? Discuss the legal aspect of registration.


OR

2. Draw the formats of :
   (a) Bulk reservation form for a group
   (b) Group meal information
3. What are the reports and statistics prepared in front office of a five star hotel? Explain.

OR

3. What do you mean by Forecast in front office? How do you forecast?

4. Write notes on: (any two) 2x4=8
   (a) Starting the work shift
   (b) Rooming list
   (c) Room change.