

B.H.M.C.T. Sem-III (2010 Course) : SUMMER - 2019
SUBJECT: FRONT OFFICE OPERATIONS-II

Day : Thursday
Date : 25/04/2019

S-2019-2462

Time: 02.00 PM To 04.00 PM
Max. Marks: 40.

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the **RIGHT** indicate full marks.
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Q.1 Explain the following terms.(ANY EIGHT) **(08)**

- a) Rooming List
- b) Back to Back
- c) Overstay
- d) Dead Move
- e) NB
- f) Overbooking
- g) Floor Limit
- h) FEEC
- i) City Ledger
- j) Walking a guest

Q.2 Answer any **TWO** of the following **(08)**

- a) Explain the procedure of Guest Arrival.
- b) What points you will keep in mind while accepting Credit card for payment.
- c) Elaborate various steps involved in handling an overbooking in the hotel.

Q.3 Answer any **TWO** of the following **(08)**

- a) Discuss in detail the different methods of bill settlement.
- b) Explain the procedure of a VIP arrival in the hotel.
- c) Explain various currency regulations for foreigner coming to India.

Q.4 Answer any **TWO** of the following **(08)**

- a) Explain the Room Change procedure for the hotel and draw a format of Departure Notification Slip.
- b) Explain in detail the various activities carried out at the bell desk.
- c) What actions you will take to create a good lasting impressions on the guest who is checking out?

Q.5 Answer any **TWO** of the following **(08)**

- a) Guest of Room no. 312 is not keeping well. As a FOA what actions you will take?
- b) List down precautions to be taken at the front desk for a guest room reserved by Travel Agent.
- c) Discuss the importance of soliciting guest comments and taking future reservation while handling guest at reception.