

B.H.M.C.T. / B. Sc. (Hospitality & Hotel Administration) Sem-II
(CBCS-2018 Course) : SUMMER - 2019
SUBJECT : MANAGING FRONT OFFICE OPERATIONS
[COMMON for B.H.M.C.T & B. Sc. (H. & H. A.)]

Day : Monday
Date : 15/04/2019

S-2019-2405

Time : 10.00 AM To 12.30 PM
Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the rights indicate **FULL** marks.
- 3) Both the section should be written in **SEPARATE** answer book.

SECTION - I

- Q.1** Attempt **ANY SIX** of the following: **(06)**
- | | |
|------------------|----------------------|
| i) Live move | v) Petty cash |
| ii) VPO | vi) Floor limit |
| iii) C form | vii) Transient guest |
| iv) Over booking | viii) Late check out |
- Q.2** Attempt **ANY THREE** of the following: **(12)**
- a) Define registration and explain types of registration.
 - b) With help of a flowchart explain room change procedure.
 - c) Explain pre-arrival procedure for a group.
 - d) Discuss steps to be followed in case of a fire in the hotel.
- Q.3** Attempt **ANY THREE** of the following: **(12)**
- a) With the help of flowchart explain arrival procedure for a walk-in.
 - b) Explain pre-arrival procedure for a VIP guest.
 - c) As a FOA how will you handle below situations?
i) Drunken guest in the lobby ii) Robbery in the hotel
 - d) Write down procedure of walking a guest in an overbooking situation.

SECTION - II

- Q.4** Attempt **ANY SIX** of the following: **(06)**
- | | |
|-----------------|-------------------|
| i) Late charge | v) FIT |
| ii) Guest folio | vi) House limit |
| iii) Voucher | vii) Cut off time |
| iv) Posting | viii) Crew |
- Q.5** Attempt **ANY THREE** of the following: **(12)**
- a) Write a short note on:
i) Departure Errand Card ii) DNS
 - b) What is a hospitality desk? Explain its functions
 - c) Write step by step procedure of guest departure with mode of payment as bill to company.
 - d) What points to be kept in mind while handling a cash and foreign currency during a guest departure?
- Q.6** Attempt **ANY THREE** of the following: **(12)**
- a) Explain checkout procedure in detail.
 - b) Give duties and responsibilities of a GRE.
 - c) Write a note on various methods of credit settlement.
 - d) As a FOA how will you create a good lasting impression on a guest during departure?

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