

**B.H.M.C.T. SEM-I (2010 COURSE) : SUMMER - 2018**

**SUBJECT: FRONT OFFICE OPERATIONS-I**

**Day: Tuesday**  
**Date: 24/04/2018**

**S-2018-2136**

**Time: 10.00 AM To 12.00 Noon**  
**Max. Marks: 40**

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**N.B:**

- 1) All questions are **COMPULSORY**.
  - 2) Figures to the right indicate **FULL** marks.
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**Q.1** Answer **ANY EIGHT** of the following: **(08)**

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|----------------|--------------------|
| a) CRO         | f) Walk in         |
| b) Errand card | g) CVGR            |
| c) Amendment   | h) Sleep out       |
| d) Rack rate   | i) FIT             |
| e) Sleeper     | j) Timeshare hotel |

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

- a) State any Eight essential attributes required for front office personnel.
- b) What is forecasting? What points to be considered while forecasting room occupancy?
- c) Define hotel and explain the hotels based on location.

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

- a) Explain the following types of rooms.  
a) Cabana b) Lanai c) Efficiency room d) Duplex
- b) Explain the following meal plans.  
a) Demi Pension b) Bermuda plan c) American plan d) Go plan
- c) Explain the following hotels.  
a) Heritage hotel b) Ecotel  
c) Boutique hotel d) Resort

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

- a) List any Eight duties of front office assistant.
- b) Explain guest arrival procedure at bell desk.
- c) Write a job description of Front Office Manager.

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

- a) Explain procedure for handling guest message.
- b) State inter departmental Co-ordination with  
a) Housekeeping b) Food and Beverage service
- c) Draw and explain guest cycle.

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