

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

SUBJECT: FRONT OFFICE OPERATIONS - II

Day: **Monday**
Date: **23/04/2018**

S-2018-2147

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 Answer **ANY EIGHT** out of the following: **(08)**

- | | |
|-----------------------|---------------------------|
| a) Late checkout | f) C-Form |
| b) Rack Rate | g) Live Move |
| c) Room Status Report | h) Curtailment |
| d) Travellers Cheque | i) Guaranteed Reservation |
| e) Understay | j) Suite |

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

- a) State the regulations pertaining to payment of bills by foreigners.
- b) What are the different types of registration at the front desk?
- c) Explain the various records required at the time of check-in.

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

- a) List the various duties to be carried by the cashier at the time of check out.
- b) Write the step by step procedure for check-in of a VIP guest.
- c) State the need and types of safe deposit lockers used in a hotel.

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

- a) Explain the procedure for settlement of guest bill by cash.
- b) Why are onward and future reservations solicited at the time of guest check-out?
- c) Explain the standard operating procedure for room change.

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

- a) List the points to be kept in mind while handling guest complaints.
- b) Write a short note on Express checkout service.
- c) Briefly discuss the various methods for payment of guest bill.

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