

B.H.M.C.T. SEM-I (2010 COURSE) : WINTER - 2017

SUBJECT: FRONT OFFICE OPERATIONS-I

Day: Saturday
Date: 18/11/2017

W-2017-1446

Time: 08.30 AM TO 10.30 AM
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** of the following: **(08)**

- | | |
|-------------------|-----------------|
| a) CVGR | f) Sleep out |
| b) Lanai | g) Over stay |
| c) Walk in | h) CRS |
| d) Sleeper | i) Demi Pension |
| e) Heritage hotel | j) GIT |

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

- a) Explain procedure for handling guest messages.
- b) Draw organization chart of front office department of a medium hotel.
- c) Classify hotels on the basis of:
 - i) Length of stay
 - ii) Location

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

- a) Explain left luggage procedure at bell desk.
- b) Explain essential attributes required by front office staff.
- c) Explain sources of reservation.

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

- a) List any eight duties of bell boy.
- b) Explain the various departments that Front office department co-ordinates with.
- c) Define hotel and explain the evolution of hotel industry.

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

- a) Explain various basis of charging room tariff.
- b) Explain the following:
 - i) DNS
 - ii) U/R
 - iii) DND
 - iv) TAAI
- c) Explain the step by step reservation procedure in the hotel.

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