

Common For B.H.M.C.T. sem-II (2018 course)
BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION)
(CBCS-2018 COURSE) B.Sc. (H. & H.A.) Sem-II : WINTER - 2021
SUBJECT: MANAGING FRONT OFFICE OPERATIONS

Day: Wednesday

Time: 10:00 AM-12:30 PM

Date: 22-12-2021

W-19863-2021

W-19932-2021

Max. Marks: 60

N.B.:

- 1) All questions are COMPULSORY.
- 2) Both the sections to be written in same answer sheet.

SECTION - I

Q.1) Answer the following: (Any 6)

(6 Marks)

- | | |
|------------|---------------------|
| 1) VIP | 5) Walking a Guest |
| 2) FIT | 6) VISA |
| 3) GRC | 7) Double Occupancy |
| 4) Walk-In | 8) Sleep out |

Q.2) Answer the following: (Any 3)

(12 Marks)

- a) Draw a format of expected arrival list.
- b) Explain check in of a domestic group
- c) Explain check in procedure for a walk in guest
- d) What is room change, explain in detail.

Q.3) Answer the following: (Any 3)

(12 Marks)

- a) Draw a format of amenities voucher
- b) Explain importance of registration
- c) As a FOA how will you handle fire in the guest room?
- d) As a FOM how will you handle below situation
Death of a guest in the hotel?

SECTION - II

Q.4) Answer the following: (Any 6)

(6 Marks)

- | | |
|----------------|--------------------------------|
| 1) SOP | 5) FEEC |
| 2) GRE | 6) Posting |
| 3) VPO | 7) Departure notification slip |
| 4) Guest folio | 8) Departure errand card |

Q.5) Answer the following: (Any 3)

(12 Marks)

- a) Discuss the co-ordination of GRE with Business Centre and Housekeeping department
- b) Explain in detail procedure for foreign currency exchange at front desk.
- c) Write a note on modes of credit settlement
- d) List various duties performed at bell desk and cashier during check out

Q.6) Answer the following: (Any 3)

(12 Marks)

- a) Discuss the role of GRE in a Group arrival
 - b) Draw a format of Allowance voucher and miscellaneous charge voucher
 - c) With help of a flowchart explain guest check out procedure
 - d) List and explain various records maintained at front during guest departure
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