

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018 COURSE)
B.H.M.C.T. Sem-I : WINTER :- 2021
SUBJECT: BASIC FRONT OFFICE OPERATIONS

Day : Tuesday
Date 1/2/2022

W-19923-2021

Time : 10:00 AM-12:30 PM
Max. Marks: 60

N.B.

- 1) All questions are **COMPULSORY**
- 2) Figures to the right indicate **FULL** marks.

SECTION I

Q.1 Answer **ANY SIX** of the following: **(06)**

- | | |
|---------------------|----------------------|
| a) Convention Hotel | f) EP |
| b) Rack Rate | g) Suite Room |
| c) Demi Pension | h) Travel agent rate |
| d) Twin Room | i) Casino Hotel |

Q.2 Answer **ANY THREE** of the following: **(12)**

- a) Classify hotels based on location and clientele.
- b) List duties and responsibilities of a front office manager.
- c) Explain various types of meal plans offered to a guest.
- d) List and explain essential attributes of a front office staff.

Q.3 Answer **ANY THREE** of the following: **(12)**

- a) Write a note on evolution of hotel industry.
- b) List any eight equipment's used at front desk and state its use.
- c) Explain various methods of charging a room tariff.
- d) Draw an organizational chart of a front office department in a large hotel.

SECTION II

Q.4 Answer **ANY SIX** of the following: **(06)**

- | | |
|---------------------------|------------|
| a) SB | f) Paging |
| b) Waitlisted reservation | g) VIP |
| c) ALC | h) CRS |
| d) Valet | i) Skipper |

Q.5 Answer **ANY THREE** of the following: **(12)**

- a) State importance of reservation for guest and hotel.
- b) Give reasons of co-ordination of front office department with Housekeeping department.
- c) Explain guest arrival procedure at bell desk.
- d) Give step by step procedure of handling a guest reservation.

Q.6 Answer **ANY THREE** of the following: **(12)**

- a) Explain various sources of reservation.
- b) With help of a flowchart explain left luggage handling at bell desk.
- c) Give reasons of co-ordination of front office department with Engineering and Purchase department.
- d) Explain guest departure procedure at bell desk.