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Roll No.

BHM-101/DHM-101

Introduction to Front Office

Bachelor / Diploma in Hotel Management
(BHM11/16/DHM-11/16/17)

First Year, Examination, 2019 (June)

Time : 3 Hours]

[Max. Marks : 40

Note : This paper is of Forty (40) marks divided into three (03) sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

SECTION-A

(Long Answer Type Questions)

Note : Section 'A' contains four (04) long answer type questions of Nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer any two (2) questions only.

($2 \times 9\frac{1}{2} = 19$)

- 1.** Describe the four phases of guest cycle. Also draw the format of Guest Reservation Form.
- 2.** Discuss the attributes of front office staff. Mention the duties and responsibilities of Front Office Manager.

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3. Briefly explain group reservation and cancellation procedure.
4. Explain briefly the check in procedure of walk in and confirm reservation guest.

SECTION-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer any four (04) questions only. (4×4=16)

1. Draw the organizational structure of the front office department of large hotel and list the equipments that are found in the front office.
2. Classify hotels on the basis of location with example.
3. Discuss the role of Bell Boy in the hotel.
4. As a front desk agent how will you deal with robbery or theft in the hotel.
5. Draw format of guest registration card and form C.
6. Discuss different 'meal plans' which are offered by the hotel to guest.
7. Mention the importance of communication in the hotel.
8. List the types of guest visiting / coming in the hotel and mention the requirements of the Business travellers.

SECTION-C
(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) marks each. All the questions of this section are compulsory. (10 \times $\frac{1}{2}$ =05)

1. A place where bonafide traveller can received food and shelter provided he can pay for it and fit to receive it _____. (Hotel / Establishment)
2. A hotel that provides gambling facility is known as _____. (Casino hotel / Motel)
3. Guest who leaves the hotel without settling his bill is called _____. (Skipper / Scanty baggage guest)
4. SOP stands for Stable Operating Procedure. (True / False)
5. A reservation for which hotel has received advance payment and confirm to hold the room is _____. (Guarantee Reservation / Non-Guarantee Reservation)
6. Copy of Form C is send to FRRO office. (True / False)
7. UR stands – Under Repair. (True / False)
8. A hotel set in the Fort, Palace or haveli is known as _____. (Heritage hotel / Rotels)

9. Reservation is important for both guest and hotel.
(True/ False)
10. A hotel employee who provides information and personalized services like dinner reservation, travel arrangement is known as _____.
(Concierge / Bell Boy)
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