

Roll

BHM- 11 (Bachelor in Hotel Management)
Second Year Examination 2012
BHM – 201
Front office Operation

Time :- 3 Hours

Max. Marks : 30

Note- The paper is divided in to three sections A , B and C. Notes for each section are given in the section itself.

Section- A
(Long Answer questions)

Answer any two questions.

2 x 7½ = 15 Marks.

- Q.1 Write in detail the function of bill desk.
- Q-2 Define 'Yield' Discuss various yield management strategies adopted by hotels
- Q-3 What are the various reports prepared by the night auditor ?
- Q-4 What is 'PMS' ? Explain the reservation and registration module

Section- B
(Short Answer questions)

Answer any four questions.

4 x 2½ = 10

Marks.

- Q.1 Explain the left luggage handling procedure.
- Q-2 What are the various types of VISA ?
- Q-3 What is the paging ? What are the methods of paging ?
- Q-4 What basic etiquettes are required for front office staff ?
- Q-5 Write a note on the handling of incoming mails and messages in Hotels.
- Q-6 What is folio ? Explain different types of folios .
- Q-7 Draw the format of 'C' form and write about it.
- Q-8 What points should be kept in mind while handling complaints ?

Section- C
Objective questions (Compulsory)

All questions are Compulsory

10 x ½ = 05 Marks.

- Q.1 Credit limit and floor limit are same. (True/False)
- Q-2 Rev par means revenue per available room (True/False)
- Q-3 VPO stands for visitor post office (True/False)
- Q-4 Classification of Hotel in India is done by FHRAI (True/False)
- Q-5 Process of blocking particular type of room for specific duration for a definite guest is known as registration (True/False)
- Q-6 When a guest with confirm reservation not turns up known as no show.
- Q-7 HRACC stands for Hotel Restaurant approval and classification council (True/False)
- Q-8 A guest comes to Hotel with very little or no luggage is known as scanty baggage guest (True/False)
- Q-9 Bell Boys and valet are same (True/False)
- Q-10 Paging is a process of locating guest in Hotel (True/False)