BHM-11 (Bachelor of Hotel Management)

Second Year, Examination-2014

BHM-201

FRONT OFFICE OPERATION

Time Allowed : Three Hours

Maximum Marks : 30

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

Section - A

(Long answer type Questions)

Note : Answer any 2 Questions. Each question carries 7½ marks. (2×7½=15)

1. What do you mean by Pre-Registration Activity? Explain the importance of pre-arrival activity.

2. What are the different forms and formats used at bell desk? Discuss.

3. What do you understand by term Night Audit? Also explain the duties and responsibilities of a night auditor.

4. What do you understand by Yield Management? Also explain how selective overbooking will improve revenue generation?

Section - B

(Short answer type Questions)

Note : Answer any 4 questions. Each question carries 2½ marks. (4×2½=10)

1. Mention the main functions of bell desk.

2. Explain the left luggage handling procedures.

3. What is the importance of Travel Agent Voucher?

4. Define Express check out.

5. What are the different types of complaints?

6. What do you understand by Paging?

7. Mention the desirable qualities of a good receptionist.

8. What is the difference between Passport and Visa?

Section - C

(Objective type Questions)

Note : Answer all questions. Each question carries ½ Marks. (10×½=5)

Fill in the blanks :

1. .... is used for recording scanty baggage guests.

2. POS stands for ....

3. ALU stands for ....

4. .... is pricing strategy based on the principle of demand and supply.

5. .... is the ratio of number of rooms sold to total number of saleable rooms.

State whether it is 'True' or 'false' :

6. Franking Machine is used by service department.

7. A Ledger is a grouping of accounts.

8. A Debit Card is a plastic card issued by the hotel.

9. The front office is the nerve centre of the hotel.

10. The PMS is a computer based management system.