

BHMCT
(SEM II) THEORY EXAMINATION 2017-18
FRONT OFFICE - II

Time: 3 Hours

Total Marks: 70

- Note:** 1. Attempt all Sections.
2. Read instruction of each section carefully & answer accordingly.

SECTION A

1. Attempt *all* questions in brief. 2 x 7 = 14
- a. What is Tarrif?
 - b. What is Cabana?
 - c. What is FIT?
 - d. What is Check-out?
 - e. What is Self Check-in?
 - f. Define Hotel?
 - g. What is Bell Desk?

SECTION B

2. Attempt any *three* of the following: 7 x 3 = 21
- a. What is check in procedure at the bell desk. Draw the 'errand card arrival'.
 - b. What is Registration? Enlist the various importance of registration process.
 - c. Explain the various steps of Group Check-in. Also give brief idea about pre-arrival activities.
 - d. What is Paid out voucher? Draw a neat format of it.
 - e. What is Shift operation? How it works as in terms of smooth functioning of Front Office Department?

SECTION C

3. Attempt any *one* part of the following: 7 x 1 = 7
- (a) What do you mean by debit and credit on to the guest folio. Draw the required diagram.
 - (b) Explain in detail about starting of a work shift & performing regular task during the shift.
4. Attempt any *one* part of the following: 7 x 1 = 7
- (a) Explain in detail about shift handover procedure.
 - (b) What do you mean by pre-departure activities for a large group? Explain in detail.
5. Attempt any *one* part of the following: 7 x 1 = 7
- (a) What do you understand by Credit Card? Explain the procedure of handling credit card the front office cashier in a Hotel.
 - (b) Differentiate between Credit Card and Debit Card in detail.
6. Attempt any *one* part of the following: 7 x 1 = 7
- (a) What do you mean by Miscellaneous Charge Voucher? Explain in detail.
 - (b) What is express checkout? How will you handle early & late checkouts?
7. Attempt any *one* part of the following: 7 x 1 = 7
- (a) How you will pacify a furious guest due to excess billing to his folio.
 - (b) Describe different mode of payments used in the hotels in India.