

Printed Pages: 2

Paper Id:

174210

Sub Code: HMCT203

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BHMCT
(SEM II) THEORY EXAMINATION 2018-19
FRONT OFFICE OPERATIONS - II

Time: 3 Hours**Total Marks: 100****Note: 1. Attempt all Sections. If require any missing data; then choose suitably.****SECTION A**

- 1. Attempt all questions in brief. 2 x 10 = 20**
- a. Expand DFIT & FFIT
 - b. GIT
 - c. C Form
 - d. Errand Card
 - e. Rooming list
 - f. Group folder
 - g. GRE
 - h. SPATT
 - i. Establishing the end of the day
 - j. Live move

SECTION B

- 2. Attempt any three of the following: 10x3=30**
- a. Write down the various steps carried out to receive and welcome an FIT guest.
 - b. Explain the luggage handling process at the time of group arrival.
 - c. Elaborate on importance of guest registration.
 - d. What is the importance of establishing the method of payment as part of the check-in process?
 - e. Which are the daily operations reports and the high balance report prepared by the night auditor? Explain each briefly.

SECTION C

- 3. Attempt any one part of the following: 10x1=10**
- a. What are the methods of guest registration? Write the merits and demerits of each method.
 - b. What is a GRC? Write about any ten main contents of a GRC.
- 4. Attempt any one part of the following: 10x1=10**
- a. Elaborate on the check-in procedure for a foreign FIT.
 - b. Write down the activities a front office staff executes at the time of starting of a work shift.
- 5. Attempt any one part of the following: 10x1=10**
- a. What is Night audit? Explain the night audit process.
 - b. Explain the steps followed to execute a room change request by guests.
- 6. Attempt any one part of the following: 10x1=10**
- a. Pre-arrival activities for a group hold the utmost importance a smooth group check-in process. Justify
 - b. How is a VIP movement in a hotel handled?
- 7. Attempt any one part of the following: 10x1=10**
- a. What is shift-handover? What process does it involve?
 - b. Explain the duties and responsibilities of the night auditor.