Printed Pages: 2   **Sub Code: NBHM203**

Paper Id: | 174227 | **Roll No.** | | | | | | | | | |

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.   Traditional Welcome for a guest
   b.   FIT
   c.   GRC
   d.   Walk-in guest
   e.   Group leader
   f.   DND
   g.   Bell desk
   h.   Folio
   i.   No show
   j.   Bill to company

SECTION B

2.   **Attempt any** *three* **of the following:**   **10x3=30**

   a.   Why is registration of a guest necessary? Discuss its legal aspects.
   b.   What are the functions of the bell desk?
   c.   What is process of issuing the key at the time of check-in?
   d.   What is the importance of establishing the method of payment as part of the check-in process?
   e.   Elaborate on establishing the end of the day as part of the night audit process.

SECTION C

3.   **Attempt any** *one* **part of the following:**   **10x1=10**
   a.   What is a group? How is a group received and welcomed in a hotel?
   b.   What are documents used for guest registration? Explain the merits and demerits of any two of them.

4.   **Attempt any** *one* **part of the following:**   **10x1=10**
   a.   Write down the process of shift handover at the end of a shift.
   b.   What is a log book in the front office? Why is it necessary to go through the log book at the start of a shift for the front office staff member?

5.   **Attempt any** *one* **part of the following:**   **10x1=10**
   a.   What is a group folder? What are things it contains?
   b.   Write down the check-in procedure for a VIP.

6.   **Attempt any** *one* **part of the following:**   **10x1=10**
   a.   Welcoming a guest with a smile sets the tone for right hospitality. Justify
   b.   What are the situations under which a guest's rooms are changed in a hotel?

7.   **Attempt any** *one* **part of the following:**   **10x1=10**
   a.   Elaborate on Self Check-in process.
   b.   What is meant by High Balance Report? Draw the format of this report.

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