

Printed Pages : 2



HMCT-303/NBHM-303

(Following Paper ID and Roll No. to be filled in your Answer Book)

**PAPER ID : 174321**

Roll No.

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**B. H. M. C. T.**

(SEM. III) (ODD SEM.) THEORY  
EXAMINATION, 2014-15

**FRONT OFFICE OPERATIONS - III**

Time : 2 Hours]

[Total Marks : 50

**Note : Attempt all section.**

**SECTION - A**

**1 Attempt Any Ten Questions : 1×10=10**

- (1) Transit Hotel
- (2) Studio Room
- (3) Rack Rate
- (4) Room Discount
- (5) Valet Attendant
- (6) GIT
- (7) Safety Locker
- (8) Overbooking
- (9) Baby Sitter
- (10) Allowance

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[ Contd...

- (11) Transient Guest
- (12) Airlines Discount

**SECTION - B**

**2** Attempt Any Five Questions : **2×5=10**

- (1) What are the attributes and responsibilities of the Door Man?
- (2) Discuss the Public Address System.
- (3) Define the Self Check in.
- (4) Define Bell boy errand card.
- (5) What do you mean by wake up call?
- (6) What do you mean by Left Luggage?

**SECTION - C**

**3** Attempt Any Five Questions : **6×5=30**

- (i) What do you mean by Paging? Explain the different paging methods adopted by the hotel.
- (ii) What is the procedure of handling guest mail? Draw the necessary formats.
- (iii) Explain the different type of Keys handled at the Front office of a hotel.
- (iv) What is Paging? Define different systems of Paging.
- (v) What are the attributes and qualities required by the front office personnel to handle the guests?
- (vi) How telephone may be help full in communication and proved to be added service to the guest.

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