

Printed Pages :3



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HMCT-403

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

PAPER ID :175403

Roll No.

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B.H.M.C.T.

(SEM-IV) EVEN SEM. THEORY

EXAMINATION, 2014-15

FRONT OFFICE OPERATION-IV

Time : 2 Hours]

[Total Marks : 50

Note: Attempt all sections.

SECTION-A

1. Attempt all ten questions. 1×10=10

Define the following terms:

- (a) Quad
- (b) FFIT
- (c) Position
- (d) Crib Rate

- (e) Itinerary
- (f) CCTV
- (g) City Ledger
- (h) Capsule Hotels
- (i) G.O.I.
- (j) P.O.S.

SECTION-B

2. Attempt any five questions 3×5=15

- (a) How you would handle an Irate Guest? What are the possible problems associated with it?
- (b) Explain the Guest History Card in detail. How Guest History card is important for attaining Guest Satisfaction?
- (c) Discuss the role and format of a Feedback form?
- (d) Complaints are opportunities not Threat. Justify?
- (e) What is full form of Fax and how it works.
- (f) How Wireless Fidelity creates an ease in modern communication?

SECTION-C

3. Attempt any five question: 5×5=25

- (a) What is overbooking? How would you handle the overbooking situation in a hotel?
- (b) What would you do incase wake up of a resident guest is missed, you being the front office Assistant?
- (c) Define Passport. What are the steps involved in securing a passport?
- (d) Explain pagers in detail also discuss its functions & types of Pagers?
- (e) Explain in detail the procedure of purchasing a traveler's cheque?
- (f) Enlist the difference between Credit card & a Debit card?
- (g) What is Guest Satisfaction? How it is important for the success of the Hotel Industry?

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