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BHMCT – 403

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

PAPER ID : 7455

Roll No.

BHMCT

(SEM. IV) EXAMINATION, 2007

FRONT OFFICE OPERATIONS-IV

Time : 2 Hours]

[Total Marks : 50

Note : Attempt all questions.

1. Attempt any **two** parts of the following : **2×7 = 14**
 - (a) What is 'Pager'? Why have pagers become obsolete?
 - (b) What is 'Fax'? How do you send fax?
 - (c) Explain EPBAX. How do you handle EPBAX?

2. Attempt any **two** parts of the following : **2×6 = 12**
 - (a) What is overbooking? Why do you overbook?
 - (b) How do you handle fire in the hotel? What are the instructions you will give to guests in case of fire?
 - (c) How will you handle death of a guest in hotel room? Explain.

3. Attempt any **two** parts of the following : **2×6 = 12**
- (a) How do you ensure guest satisfaction during his/her stay in the hotel?
 - (b) Why do you maintain guest history card?
Draw the format of guest history card.
 - (c) 'Handling complaint is vital for any hotel' comment. Suggest a complaint handling process.
4. Attempt any **two** parts of the following : **2×6 = 12**
- (a) Define 'passport' and 'visa'. Differentiate between the two.
 - (b) Write a note on Traveller's cheque.
 - (c) What is 'credit card' ? How do you handle credit cards in hotels ? Explain.
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