(e) Define questionnaire. Draw a sample questionnaire.

(f) How would you increase the room sales as a front office personnel?

(g) Explain the procedure of handling 'Fire' situation in a hotel.

————

174403

**NBHM403**

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

**PAPER ID : 174403**

**Roll No.** ☐☐☐☐☐☐☐☐☐☐

# BHMCT
## (SEM. IV) THEORY EXAM. 2014-15
### FRONT OFFICE OPERATIONS-IV

Time : 2 Hours]                    [Total Marks : 50

**Note :** Attempt the questions from each section as indicated.

## SECTION - A

**Q1.** State (T/F) or fill in the blank or expand or define all of the following :                    1x10=10

(a) USP means upselling the product. (True / False)

(b) C Form is an essential document for all foreign guest. (True / False)

(c) Room tariff which include all meals along with room tariff.............

(d) Concierge is a member of housekeeping staff. (True / False)

(e) Fidelio is a name of a hotel in Goa. (True / False)

(f) Situation where registered guest doesn't stay at hotel at night..........

(g) Expand C.R.S.

(h) Define float

(i) Define blocking

(j) Expand EPABX.

### SECTION - B

**Q2.** Attempt any *five* questions from the following : 3x5=15

(a) How would you handle guest complaints and what are the possible solutions of them?

(b) What is overbooking and why is it done?

(c) What are the different modes of payment available for guest? Explain traveller's cheque in detail.

(d) Write a short note on pagers and its various types.

(e) What is suggestion box? How do they help in achieving guest satisfaction?

(f) How would you handle an irate guest?

### SECTION - C

**Q3.** Attempt any *five* questions from the following : 5x5=25

(a) What is an internet? What is the role of internet in FO department?

(b) Explain in points the guidelines and steps to be followed for accepting credit card payment.

(c) Define timid guest. What are the steps involved in making the guest confident and comfortable about your Hotel?

(d) Explain in detail guest history card with its format.