Printed Pages: 2   **Sub Code: NBHMCT803**

Paper Id: | **174254** | **Roll No.** | | | | | | | | | |

BHMCT
(SEM-VIII) THEORY EXAMINATION 2018-19
FRONT OFFICE OPERATIONS

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.   Mention any three automated equipment used at the front desk
b.   A timid guest
c.   Guest phone
d.   Questionnaire
e.   Charge card
f.   Use of pager
g.   Full passport
h.   Expand PBX, EPBX, EPABX
i.   Tourist visa
j.   Locker facility

SECTION B

2.   **Attempt any *three* of the following:**   **10x3=30**
a.   How does the intercom telephone system function in a hotel?
b.   What is the procedure to issue lockers to guests at the front desk?
c.   What is a credit card? Tell the difference between a debit and a credit card.
d.   Explain guest satisfaction and guest delight with examples.
e.   What is a passport? What important points are checked in the passport of a foreigner guests at the time of check-in?

SECTION C

3.   **Attempt any *one* part of the following:**   **10x1=10**

a.   Explain the measures a hotel takes to ensure customer care.
b.   What are the steps to handle guests who create a nuisance in the lobby of a hotel?

4.   **Attempt any *one* part of the following:**   **10x1=10**

a.   Explain guest history card and mention its use in detail.
b.   What is meant by follow-up procedure in handling of guest complaints? Explain.

5.   **Attempt any *one* part of the following:**   **10x1=10**

a.   What is visa? What is its necessity for travelling to foreign country?
b.   What are the types of guests as per their personalities?

6.   **Attempt any *one* part of the following:**   **10x1=10**

a.   What are the types of complaints a hotel generally receives from guests?
b.   Define a traveler's check. Will it be considered a safer method for payments in a foreign country in comparison to a credit card?

7.   **Attempt any *one* part of the following:**   **10x1=10**

a.   What is overbooking? Is it ethical to overbook? Justify.
b.   How should the front office handle death in a hotel?