FRONT OFFICE (SEMESTER - 2)

CS/BHM (OLD)/SEM-2/HM-201/09

1. ....
   Signature of Invigilator

2. ....
   Signature of the Officer-in-Charge

Reg. No.

Roll No. of the Candidate

CS/BHM (OLD)/SEM-2/HM-201/09
ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009
FRONT OFFICE (SEMESTER - 2)

Time : 3 Hours]   [Full Marks : 70

INSTRUCTIONS TO THE CANDIDATES :

1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.

2. a) In **Group – A**, Questions are of Objective type. You have to answer the questions in the space provided **marked 'Answer Sheet'**.

    b) For **Groups – B** & **C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.

3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.

4. Read the instructions given inside carefully before answering.

5. You should not forget to write the corresponding question numbers while answering.

6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.

7. **Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**

8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.

9. Rough work, if necessary is to be done in this booklet only and cross it through.

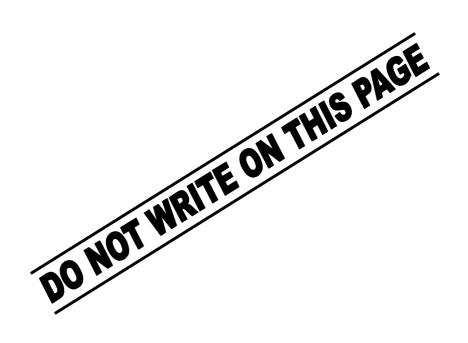**No additional sheets are to be used and no loose paper will be provided**

FOR OFFICE USE / EVALUATION ONLY
Marks Obtained

					Group – A					Group – B	Group – C			Total Marks	Examiner's Signature
Question Number															
Marks Obtained															

....
Head-Examiner/Co-Ordinator/Scrutineer

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ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009
FRONT OFFICE
SEMESTER – 2

Time : 3 Hours]

[Full Marks : 70

GROUP – A

(Objective Type Questions)

1. Explain any *ten* of the following terms in brief :   10 × 1 = 10

     a)   Pneumatic tubes

     b)   POS

     c)   VPO

     d)   Time Limit

     e)   Retention Charges

     f)   Crib Rate

     g)   Rooming List

     h)   Miscellaneous Charge Voucher

     i)   Stay over

     j)   Skipper

     k)   Under stay

     l)   Walking the guest.

GROUP – B

(Short Answer Type Questions)

Note : Answer any *three* of the following questions.   3 × 5 = 15

2. Density Chart.

3. City ledger.

4. Instant Reservation System.

5. Back to back reservation.

6. Eco-Tourism.

GROUP – C

(Long Answer Type Questions)

Note : Answer any *three* of the following questions.   3 × 15 = 45

7. Explain the Visitors Tabular Ledger (VTL). Give a specimen of the same. Briefly discuss the advantages and disadvantages of mechanical billing and manual billing.

8. What do you understand by overbooking ? Why do hotels overbook ? Give the formula of overbooking.

9. Define Guest Cycle. Explain the stages of the Guest Cycle.

10. Classify tourism based on the motives of travel and write about two lines on each.

11. Write short notes on the following :

a)   Cancellation & amendment forms

b)   Movement list.

———————

END