Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS / BHMCT (NEW) / SEM-2 / HM-203 / 2011

2011

FRONT OFFICE OPERATION - I

Time Allotted : 3 Hours   *Full Marks* : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words

as far as practicable.

GROUP – A

(Multiple Choice Type Questions)

1.   Choose the correct alternatives for the following :

$10 \times 1 = 10$

i)   When a hotel accepts group business and turns away transient guests, the situation is called

   a)   overbooking   b)   displacement.

ii)   All credit transactions made by the resident guest are recorded in his / her

   a)   Registration Card   b)   Folio.

2112   [Turn over]

iii) Guests who leave the hotel with no intimation of setting their account are

    a) Sleepers   b) Skippers.

iv) The folio made for the group is called

    a) Master folio   b) Guest folio.

v) When all meals are included in room tariff it is called

    a) Demi pension   b) En-Pension.

vi) Overbooking is the process of

    a) Upselling

    b) Reserving more rooms than available.

vii) A doorman is also called as

    a) Concessionaire   b) Commissionaire.

viii) Front office jobs are

    a) High profile position   b) Low profile position.

ix) Guests who are approaching their credit limit are identified on a

    a) due bill report   b) high balance report.

x) Which of the following is not a type of City Ledger Account ?

a) Transeint   b) Credit Card.

GROUP – B

(Short Answer Type Questions)

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

2. What is registration activity ?

3. Explain 'C' form with a format.

4. Write a note on Eco-tourism.

5. Explain the procedure of group reservation in a hotel.

6. Explain the check-out procedure of a group in a hotel.

GROUP – C

(Long Answer Type Questions)

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

7. What do you understand by overbooking ? How do hotels tackle overbooking situations ?

8. Describe different methods by which guests can settle their bills in hotels.

9. Write a note on hotel safety and security.

10. How do you handle the following situations ?

 a) Change of room

 b) Loss of key.

11. Describe the pre-registration activities.

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