	Uiteah
Name:	
Roll No.:	A Descript Name of Sail Explored
Invigilator's Signature :	

CS/BHMCT(NEW)/SEM-2/HM-203/2012 2012

FRONT OFFICE OPERATION-I

Time Allotted: 3 Hours Full Marks: 70

 $\label{thm:continuous} The \ \emph{figures in the margin indicate full marks}.$

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) Reservation is important for
 - a) Hotels

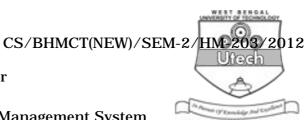
- b) Guests
- c) both (a) and (b)
- d) none of these.
- ii) FRRO stands for
 - a) Foreigner's Regional Registration Office
 - b) Foreigner's Regional Rule Office
 - c) both (a) and (b)
 - d) none of these.

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- iii) LIU stands for
 - a) Land Infractructure Unit
 - b) Local Intelligence Unit
 - c) Local Insurance Unit
 - d) none of these.
- iv) Out of the following who is a Foreigner?
 - a) Guest from Nepal/Bhutan
 - b) Guest from Assam
 - c) Guest from China
 - d) none of them.
- v) C-Form is associated with
 - a) Local VIPs
- b) Domestic traveller
- c) any Foreigners
- d) All of these.
- vi) House count is
 - a) total no. of guests
 - b) total no. of occupied rooms
 - c) total no. of rooms in the hotel
 - d) total vacant rooms.



- vii) PMS stands for
 - a) Property Management System
 - b) Private Mail Service
 - c) Public Management System
 - d) Police Management System.
- viii) Pre-registration activities take place
 - a) during the registraion of guest
 - b) before registration of guest
 - c) after the check-in
 - d) all of these.
- ix) The hotel may have the
 - a) Master key
 - b) Guest room key
 - c) Emergency key
 - d) All of these.
- x) Floatel in West Bengal is located in
 - a) Digha

- b) Durgapur
- c) Kolkata
- d) Purulia.

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GROUP - B

(Short Answer Type Questions)

Write short notes on any three of the following.

 $3 \times 5 = 15$

- 2. 'C' Form
- 3. Express check out
- 4. IRS
- 5. Reservation Records
- 6. Electronic Locking System.

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

- 7. What is the check-in procedure in fully automated hotels?

 Draw a simple flow chart on this.
- 8. What are the procedures of handling emergency situation in Hotel industry?
- 9. What do you mean by Pre-registration & Registration ? Draw a format of Guest Registration Card (GRC) ?
- 10. What are the different systems of reservation? Briefly mention about Whitney System (Semi-Automatic)?
- 11. Briefly mention the front office operation procedure in a5 star category hotel.

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