Name : ………………………………………………………

Roll No. : ………………………………………………………

Invigilator's Signature : ……………………………………

CS/BHMCT/SEM-2/HM-203/2013

2013
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 × 1 = 10

  i)   Rooms available for sale at the beginning of a shift is called

    a)   Room allocation   b)   Position

    c)   Blocking   d)   House count.

  ii)   Guest extending their stay for one more night are called

    a)   no show   b)   lock out

    c)   stay over   d)   walk in.

2112   [Turn over

iii) Filling of .... is mandatory for a foreigner at the time of check in.

    a) Passport   b) C-form

    c) Form-F   d) None of these.

iv) The document initiated by Bell Captain on guest's arrival is called

    a) Errand card   b) Log book

    c) Baggage tag   d) Lobby control sheet.

v) Which of the following activities is carried out at the time of guest check out ?

    a) Settlement of guest account

    b) Updating of Front office records

    c) Creating impression on the guest

    d) None of these.

vi) The folio made for the group is called

    a) Master folio   b) Guest folio

    c) Account Balance   d) an allowance.

vii) Hotel situated on highways are called

    a) Rotels   b) Floatels

    c) Motels   d) Hotels.

viii) The date by which guest should confirm the reservation is called

    a) cut off date   b) check out date

    c) black out date   d) under stay.

ix) Reservation is important for

    a) Hotels   b) Guest

    c) both (a) & (b)   d) none of these.

x) Floatel in West Bengal is located at

    a) Kolkata   b) Digha

    c) Durgapur   d) Murshidabad.

GROUP – B
(Short Answer Type Questions)
Write short notes on any *three* of the following.

$$3 \times 5 = 15$$

2. Procedure of Group Reservation in hotels

3. System of reservation

4. Registration process for foreigners

5. Overbooking

6. Wake up call.

GROUP – C
(Long Answer Type Questions)
Answer any *three* of the following. 3 × 15 = 45

7. Explain Front office security function in detail.

8. What are the steps followed at the time of night audit.

9. Write in detail on use of Front office software.

10. Explain the Guest cycle in detail.

11. Explain philosophy behind handling of guest complaints.

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