FRONT OFFICE OPERATIONS-I (SEMESTER - 2)

CS/BHM(New)/SEM-2/HM-203/09

Signature of Invigilator				a a	~	eh _		‡	
	. No.								
Roll No. of the Candidate									

CS/BHM(New)/SEM-2/HM-203/09

ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE - 2009 FRONT OFFICE OPERATIONS-I (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.

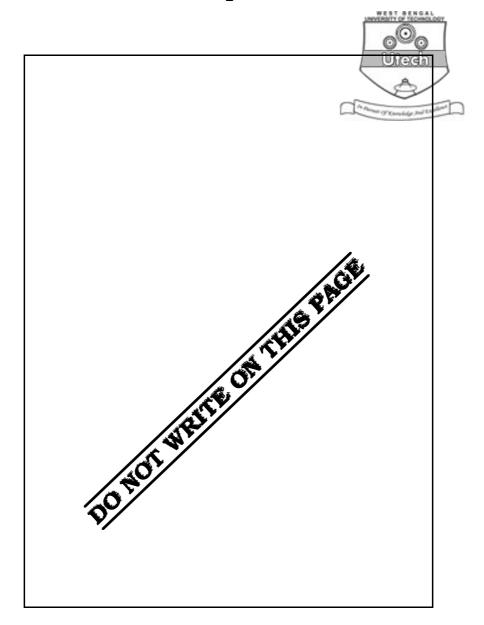
No additional sheets are to be used and no loose paper will be provided

FOR OFFICE USE / EVALUATION ONLY Marks Obtained Group - A Group - B Group - C Question Number Marks Marks Obtained

Head-Examiner/Co-Ordinator/Scrutineer

2294 (09/06)







FRONT OFFICE OPERATIONS 1

SEMESTER - 2

Time:	3 Hours]	Full Marks: 7	' 0
		L =	_

GROUP - A

(Objective Type Questions)

1.	Define the following:				
	a)	Confirmed reservation.			
	b)	Bumped reservation.			
	c)	GRC.			
	d)	Key Card.			
	e)	Scanty baggage.			
	f)	PMS.			
	g)	RSB.			
	h)	Lateral communication.			
	i)	Hubbart formula.			

2294 (09/06)

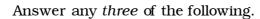
j)

Safe deposit lockers.



GROUP – B

(Short Answer Type Questions)





 $3 \times 5 = 15$

- 2. What is pre-registration activity?
- 3. What are reservation reports?
- 4. Write a note on key control.
- 5. How do you deal with emergencies like bomb threats?
- 6. Write down the process for change of room.

GROUP - C

(Long Answer Type Questions)

Answer any three of the following.

 $3 \times 15 = 45$

- 7. What are the different types of reservation methods?
- 8. What is the role of Front-Office in Hotel Security?
- 9. What do you know about application of Property Management System?
- 10. What are the different methods of payments in Front office?
- 11. What concept do you know about Front Office communication?

END