



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHMCT (N)/SEM-2/HM-203/2010  
2010**

**FRONT OFFICE OPERATIONS-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**

**( Objective Type Questions )**

1. Define the following : 10 × 1 = 10
- a) No show
  - b) Walk – in a guest
  - c) ALC
  - d) Message slip
  - e) Guaranteed reservation
  - f) Travel voucher
  - g) Errand card
  - h) Movement list
  - i) Night audit
  - j) Electronic key card.

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**GROUP – B**

**( Short Answer Type Questions )**

Answer any *three* of the following.  $3 \times 5 = 15$

2. Why and how room change takes place ?
3. Write short notes on Special lobby and Self-registration.
4. How do you handle group reservation ?
5. How does the Front-Office tackle bomb threats or fire ?
6. What is reservation consideration ?

**GROUP – C**

**( Long Answer Type Questions )**

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

7. What are the different types of reservations ? Elaborate your ideas about reservation confirmation.
8. What are Front-Office registration records ?
9. Write the role of communication in Front-Office. Give examples.
10. Explain reservation and registration in the context of Property Management System.
11. Explain Front-Office Security functions in the context of Key Control, Protection of Funds, Guest and Staff movement and Access control.

