Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BHMCT (NEW)/SEM-3/HM-303/2009-10
2009
FRONT OFFICE OPERATION - II

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. State *True* or *False* for the following :   10 × 1 = 10

    i)   Errand card is filled by bell boys.

    ii)   Foreign currency is handled by the Front Office Manager.

    iii) Credit card bills are sent to city ledger.

    iv)   Skippers are the guests who do not sleep at night in the hotel.

    v)   Express check-out is a check-out in which guest settles his bill from the room.
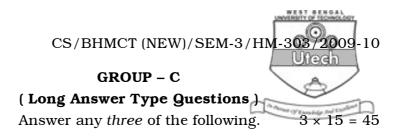
33536   [Turn over

vi) Key card is filled by the guest.

vii) While handling complaints of guest you should justify about the problem.

viii) Trial balance is a part of Night audit process.

ix) Credit limit of credit card is fixed by the issuing authority.

x) Duty roster is made for proper allocation of work & work flow among staff.

GROUP – B
(Short Answer Type Questions)

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

2. Write a note on the role of lobby manager in a hotel.

3. Write a note on the job description of a front desk cashier.

4. What are the various check-out options ?

5. Explain the handling of foreign currency and fake currency.

6. Explain the meaning and objectives of credit control.

GROUP – C

(Long Answer Type Questions)

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

7. Draw the hierarchy chart of front office and explain duty rota and work schedule in detail.

8. Write a note on thumb rule of handling guest complaints. Explain the process for handling VIP guests.

9. Explain the night audit process in detail.

10. Explain the credit control measures taken in a hotel at the time of reservation, check-in, during stay, check-out, after departure and prevention of skippers.

11. Draw the layout of a lobby. Explain the luggage handling procedures.

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