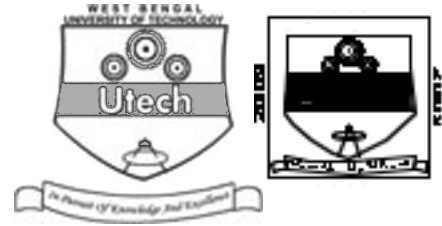


FRONT OFFICE (SEMESTER - 4)

CS / BHM / SEM-4 / HM-401 / 09



1.
Signature of Invigilator

2.
Signature of the Officer-in-Charge

Reg. No.

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Roll No. of the Candidate

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**CS / BHM / SEM-4 / HM-401 / 09
ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009
FRONT OFFICE (SEMESTER - 4)**

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 Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
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

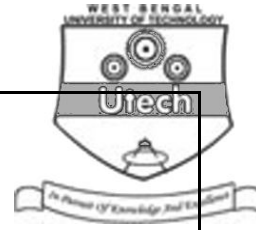
Group – B

Group – C

Question Number																Total Marks	Examiner's Signature				
Marks Obtained																					

.....
Head-Examiner / Co-Ordinator / Scrutineer

4432 (04 / 06)



DO NOT WRITE ON THIS PAGE



ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE - 2009

**FRONT OFFICE
SEMESTERS - 4**



Time : 3 Hours]

[Full Marks : 70

GROUP - A

(Multiple Choice Questions)

1. Choose the correct alternatives for any *ten* of the following : 10 ∞ 1 = 10
- i) The full form of FRRO is
 - a) Foreigners Registration Rule Office
 - b) Foreigners Regional Registration Office.

 - ii) The room change in presence of guest is called
 - a) live move
 - b) dead move.

 - iii) Mail and package handling is taken care by
 - a) information desk
 - b) reception.

 - iv) Service related complaints are related to
 - a) lack of assistance
 - b) rude behaviour of hotel staffs.

 - v) Full form of EPABX is
 - a) Electronic Private Automatic Branch Exchange
 - b) Electronic Phone Automatic Branch Exchange.



vi) Full form of CAS related to front office is

- a) Call Accounting System
- b) Cash Accounting System.



vii) Chauffeur belongs to

- a) uniformed staff
- b) housekeeping staff.

viii) Direct billing means

- a) bill to company
- b) direct payment.

ix) Pre-registration activities take place

- a) during the registration of guest
- b) before registration of guest.

x) The first step in night auditing is

- a) to complete outstanding charges
- b) reconciling room status discrepancies.

xi) The first step when a guest checks out is

- a) to post the outstanding charges
- b) to ask for the mode of payment.



- xii) The mails/packages of check-out guests are
- a) stored in the hotel till the guests asks for it
 - b) time stamped for the second time and sent back to the sender or forwarding address of the guest.



xiii) Arrival list is also known as

- a) movement list
- b) rooming list.

xiv) Credit limit means

- a) the maximum amount the hotel can charge on credit card
- b) the amount of money till which the guest is given credit facility.

xv) City ledger is

- a) for outstanding amounts
- b) for amounts which have been received.

xvi) TAV means

- a) Tour Agent Voucher
- b) Travel Agent Voucher.

GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* of the following.

3 ∞ 5 = 15

2. C-Form
3. Message handling
4. Role and importance of concierge
5. Guidelines to follow while handling complaints
6. Self registration
7. Room shifting.



6

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.



3 × 15 = 45

8. What do you understand by night auditing ? Explain the night auditing process in detail. 2 + 13
9. Explain the coordination between front office department and house keeping department. 15
10. What is registration ? Explain the entire registration process. 2 + 13
11. What are the various functions of information section ? Explain the functions and importance of information section in mail handling. 5 + 10
12. Write an essay on guest telephone services. 15
13. Explain the check-in and check-out procedures for FIT and group. 15

END