



Name :

Roll No. :

Invigilator's Signature :

CS/BHM (OLD)/SEM-4/HM-401/2010

2010

FRONT OFFICE

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. Explain any *ten* of the following terms : 10 × 1 = 10

- i) Telex
- ii) IDD
- iii) PABX
- iv) STD
- v) FREEPHONE
- vi) PBX
- vii) EDC
- viii) EXECUTIVE BLEEPER
- ix) D-Form

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- x) Commissionaire
- xi) Concessionaire
- xii) Airport Representative
- xiii) Luggage Net
- xiv) Bell boy Errand card.



GROUP – B

(Short Answer Type Questions)

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

- 2. Explain in brief how shifting of guest rooms is done in a hotel.
- 3. What is a C-Form ? Explain in detail with the proforma.
- 4. Explain the role of information section in a hotel.
- 5. Write a short note on Message Handling.
- 6. Explain left luggage handling in brief.
- 7. Describe duties and responsibilities of a bell desk staff.

GROUP – C

(Long Answer Type Questions)

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

- 8. Explain the use of Guest Registration Card with the help of a neat diagram.
- 9. Draw a neat diagram of a Key Card and explain its use and advantages.
- 10. Define mail handling. Classify mails. How would you handle incoming mails ?



11. In what circumstances is the message slip used and in how many copies is it made ? Give its format.
12. How would you proceed as a receptionist to assign a room to a walk in ?
13. What are the different ways by which guest can settle their bills ? Explain each method.
14. Mention the services given by the uniformed staff of the front office.

