

**BACHELOR IN HOTEL MANAGEMENT**

**Term-End Examination**

**December, 2013**

**BHY-023 : BASIC FRONT OFFICE OPERATION**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions. All questions carry equal marks.*

1. Explain the developments that has taken place after World War -II till date in Hospitality Industry. **20**
2. How will you classify hotels on the basis of :
  - (a) Facilities **10+10=20**
  - (b) Type of clientele
3. What do you understand by job description ? Write the complete job description of front office manager working in a 5 - star hotel. **5+15=20**
4. Write short notes on : **4x5=20**
  - (a) Express check - out
  - (b) Traveller's cheques
  - (c) CRS
  - (d) Role of HRACC.
5.
  - (a) Give step by step procedure of handling ordinary mail at front - desk ?
  - (b) What are the attributes that a front office personnel must possess ? **10+10**

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6. List down the functions of the reservation department and write the procedure for taking group reservations. **10+10**
  7. Explain the procedure for checking in a walk in guest. **20**
  8. Write notes on : **10+10**
    - (a) Late check out and charges
    - (b) Departure notification
  9. With the help of examples explain in detail about the various methods of payment available to a guest to settle the bills at the time of departure ? **20**
  10. Reservation department is known as Nerve Center of any successful hotel. Explain. **20**
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