

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

00231

December, 2014

BHY-023 : BASIC FRONT OFFICE OPERATIONS

Time : 3 hours

Maximum Marks : 100

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

1. "Hotel classification is important for maintaining service standards." Justify on the basis of location, size, clientele, facilities and services. 20

2. "Communication is essential for inter-departmental co-ordination." Explain with examples. 20

3. (a) Describe the different types of rooms available in three-star hotels. 10
(b) Explain the different types of Meal plans offered by hotels and justify their suitability to different types of hotels. 10

4. What is Bell desk ? Give its organizational structure and list out the various functions performed by its staff. 20

5. Explain the importance of Reservation. List the sources of Reservation. 20
6. Explain the duties and responsibilities of the following : 2×10=20
- (a) Front Office Cashier
 - (b) Door Man
7. What are the various methods of payment used by the guest in a hotel ? As a cashier, what precautions would you take while accepting a credit card ? 20
8. Differentiate between the following : 4×5=20
- (a) Reservation and Registration
 - (b) Hotel and Motel
 - (c) Traveller's Cheque and Personal Cheque
 - (d) Key Card and Card Key
9. Explain the phases in which the registration process can be divided. Also explain the advantages of pre-registration for group arrival. 20
10. Write short notes on any **four** of the following : 4×5=20
- (a) Overbooking
 - (b) Key Control
 - (c) Express Check-out
 - (d) Left Luggage Procedure
 - (e) Message handling for guest