

**BACHELOR IN HOTEL MANAGEMENT**

**Term-End Examination**

**December, 2015**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

1. What do you understand by the term 'Hotel' ? **20**  
Discuss evolution and development of hospitality industry.
2. Classify Hotels. Differentiate between City and Resort Hotel. **20**
3. Write in short about : **10x2=20**
  - (a) Duties and responsibilities of Front Office Manager.
  - (b) Equipments used (Manual and Automated) in Front office.
4. What are various departments with which Front Office coordinates in a Luxury Hotel ? Explain in detail about Coordination with Housekeeping. **20**
5. What is Reservation ? Explain the various types of reservations. **20**

6. Elaborate : 20  
(a) Modes of Reservation  
(b) Pre arrival activities in Front Office
7. Explain process of allotment of room. 20  
Differentiate between check - in and allotment.
8. What is the registration procedure practiced in 20  
Hotels in India ? Elaborate on receiving of Guests  
and safe deposit procedure in Hotel Front Office.
9. Discuss : 10x2=20  
(a) Activities at Bell desk in Hotels  
(b) Express Check Out Procedures
10. Write a detailed note on Visitor Tabular Ledger 20  
(VTL). Differentiate between VTL and Guest  
weekly bill.
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