

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2015

BHY-035 : FRONT OFFICE MANAGEMENT-I

Time : 3 hours

Maximum Marks : 100

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

1. Draw front office department's organisation chart of a large five star hotel. 20
2. What are the duties and responsibilities of a guest relation executive ? 20
3. Write notes on : 10+10=20
 - (a) Night Audit
 - (b) Credit Monitoring
4. Write an essay on "Importance of telephone department of a hotel". 20
5. Write notes on any five : 4x5=20
 - (a) Paid outs
 - (b) Allowance
 - (c) Petty cash
 - (d) FRRO
 - (e) ARR
 - (f) Revenue Report

6. Write step by step procedure of taking group reservation. 20
7. Write notes on : 10+10=20
(a) Telephone etiquettes
(b) Complaint handling
8. What are the precautions recommended for the safety and security of hotel guests ? 20
9. As a front office manger, how will you handle following : 10+10=20
(a) Theft of hotel property by guest.
(b) Fire in the hotel.
10. What are the duties and responsibilities of a hotel lobby manager ? 20
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