

**BACHELOR IN HOTEL MANAGEMENT**

**Term-End Examination**

**December, 2016**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

1. On the basis of ownership structure and facilities how hotels can be classified ? **20**
2. Explain in detail the types of Rooms and plans offered by hotels. **20**
3. Discuss the co-ordination of Front Office department with other departments in a five star hotel. **20**
4. Explain the duties and Responsibilities of : **2x10**
  - (a) Front Office Manager
  - (b) Guest Relation Executive
5. Differentiate between : **4x5**
  - (a) Central Reservation System and Instant Reservation System.
  - (b) Guaranteed and Non-Guaranteed Reservation.

- (c) No-show and Cancellation.
- (d) Whitney System and Diary System of Reservation.

- 6. What are Various modes and sources through which reservations are made in a large hotel ? 20
  - 7. Describe the process of handling guests' valuables in hotels. 20
  - 8. With the help of neat diagram of Guest Registration Card explain the Check-In Procedure of a guest with confirmed reservation. 20
  - 9. Apart from luggage handling what activities are performed at Bell Desk at the time of departure of a guest ? 20
  - 10. List out different methods of payment a guest can employ for settling his bill. Explain any two in detail. 5+15=20
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