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BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

December, 2017

BHY-023 : BASIC FRONT OFFICE OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. Discuss the evolution and development of hospitality industry in India. **20**
2. Classify hotels on the basis of location and ownership. Give examples for each category of hotel. **20**
3. Write notes on : **10x2=20**
 - (a) Key control
 - (b) Bell desk
4. What do you understand by the term reservations ? Discuss the modes, sources and types of reservation. **20**
5. Discuss the duties and responsibilities of lobby manager in a five star hotel. **20**
6. Explain the check-in procedure followed in five star hotels for foreign guests. **20**

7. Write notes on : 10x2=20
(a) Modes of payment
(b) Safe deposit procedure
8. Discuss the procedures followed at the time of departure of a FIT guest in luxury hotels. 20
9. What is a guest room ? Discuss various categories of guest rooms available in hotels. 20
10. Write notes on : 10x2=20
(a) Express check-out procedure
(b) Procedure for VIP arrival
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