

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2017

00144

BHY-035 : FRONT OFFICE MANAGEMENT - I

Time : 3 hours

Maximum Marks : 100

- Note :**
- (i) *Attempt any five questions.*
 - (ii) *All questions carry equal marks.*

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1. Write short notes on : **5x4=20**
 - (a) House Count
 - (b) Discrepancy Report
 - (c) Revenue Report
 - (d) Daily Report
 - (e) Hospitality Desk

 2. Give Formulae to Calculate : **5x4=20**
 - (a) Double Occupancy %
 - (b) Average Room Rate (ARR)
 - (c) Average Revenue Per Guest (ARPG)
 - (d) Room Occupancy %
 - (e) Yield %

 3. Discuss the personality traits required Special **20**
Personality to be a Guest Relations Executive.

 4. Give Step by step procedure of handling following **10+10=20**
situations :
 - (a) Smoke coming out from a guest room.
 - (b) Hotel blanket being taken away by a Guest while checking out.

5. Explain standard operating procedures for handling a guest complaint. Why is it important to resolve guest complaints ? 20
 6. Give job description of a Receptionist working in a five star hotel. 20
 7. What are the functions of Front Office department ? 20
 8. Explain the following : 10+10=20
 - (a) Fully automated record keeping system at front office.
 - (b) Cash Sheet.
 9. What is a 'Skipper' in hospitality terminology ? How will avoid such guests ? 20
 10. Discuss the role of Hospitality Desk in Guest Satisfaction. 20
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