

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

00544

**Term-End Examination**

**June, 2013**

**BHY-035 : FRONT OFFICE MANAGEMENT - I**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. Write an essay on 'Front Office Accounting'. 20
  
2. Write notes on : 20
  - (a) Cash Sheet
  - (b) Recordkeeping Systems in Front Office
  
3. Write in short about : 2.5x8=20
  - (a) ARR
  - (b) Double Occupancy Percentage
  - (c) House Count
  - (d) ARPG
  - (e) Revenue Report
  - (f) Discrepancy Report
  - (g) Foreign Occupancy Percentage
  - (h) Credit Monitoring
  
4. Write a detailed note on 'Telephone Etiquettes'. 20

5. Enlist the duties and responsibilities of Telephone Operator. Also mention various records and registers maintained at telephone department in a Hotel. **20**
6. Write short notes on : **20**
- (a) EPABX
  - (b) Call Monitoring
  - (c) DND on Phone and Procedure
  - (d) Call Handling
7. Write in detail about (*any two*) : **20**
- (a) Hospitality Desk
  - (b) Guest Relations in Hospitality
  - (c) Role of Night Auditor
8. A school student, who has appeared for 10+2 exams, has approached you, for your advice about careers in hospitality. The candidate is keen to know about 'Guest Relations'. Explain in view of above the role and personality traits of a Guest Relations Executive in a Hotel discussing its significance in International Hotels. **20**
9. Write in detail about : **20**
- (a) Complaint Handling Procedure in Hotels (Generic Guidelines)
  - (b) Standard Operating Procedures and their Significance.

10. As a fresh graduate of Hospitality you have been provided an opportunity by the Front Office Manager of Hotel MNP to discuss on Safety Issues and Fraud Handling in Hotels. Explain the same in detail. 20
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