

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

June, 2014

BHY-023 : BASIC FRONT OFFICE OPERATION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

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1. Describe various types of rooms present in 5 - star hotels. **20**
 2. Explain how hotels can be classified. **20**
 3. Write responsibilities and duties performed by : **10+10**
 - (a) Bell captain
 - (b) Front-office cashier
 4. Explain co-ordination and co-operation of Front-office with other departments of the hotel. **20**
 5. Write step by step procedure that is followed at front-desk while receiving and checking in a VIP guest. **20**
 6. Explain various types of hotel reservations. **20**

7. (a) Describe safe deposit procedures. **10+10**
(b) Explain why guest Registration Card is preferred than Register and loose leaf registration.
8. Explain the procedure that is to be followed while accepting payment through a credit-card. **20**
9. Describe the activities that take place at bell desk, cashier and front desk at the time of guest arrival. **20**
10. Write short notes on : **5+5+5+5**
(a) Arrival Notification Slip
(b) Key control
(c) Receiving guest
(d) Modes of Reservation
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