

**BACHELOR IN HOTEL MANAGEMENT**

**Term-End Examination**

**June, 2016**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Discuss the Evolution, Growth and Development of Hospitality Industry down the ages. 20
2. Classify hotels according to size, clientele and length of stay. 20
3. Write detailed notes on : 2x10=20
  - (a) Key Control Procedure
  - (b) Mail and Message Handling
4. Identify various sections of Front Office department and also give the layout plan of Front Office for a five star hotel having 500 rooms. 20
5. Explain the full procedure for taking reservations of accommodation in a five star hotel. 20
6. What points should be kept in mind while handling group arrival ? 20

7. With the help of a flow chart explain the Check - IN procedure of Foreign guests. Draw two related formats. 20
8. Write notes on : 20  
(a) Rooming a Guest  
(b) Types of Registration Records
9. List different methods of Bill Payment. Explain two methods in detail. 20
10. Explain the following with formats : 10+10=20  
(a) Express check - out  
(b) Visitor Tabular Ledger
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