

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

June, 2017

00405

BHY-023 : BASIC FRONT OFFICE OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. Elaborate the coordination of front office department with other departments of hotel. **20**
2. Discuss the role played by equipments in front office operations. List down the equipments used at front office with their uses. **20**
3. Explain express checkout. How is it different from normal check-out procedure ? **20**
4. Write notes on : **10x2=20**
 - (a) Taj group of hotels
 - (b) Concierge
5. Explain importance of registration at front desk. Discuss the various types of registration followed in different hotels. **20**
6. Write notes on : **10x2=20**
 - (a) Mail and message handling
 - (b) Attributes of front office personnel

7. Write a detailed note on various types of guest check-out and their account settlement. 20
8. Explain the procedure of taking reservations in Centralized Reservation System and importance of Guest's feed back in a hotel chain. 20
9. Discuss the different modes of payment by a guest in a hotel. Explain various check points for each mode of payments. 20
10. Write notes on : 10x2=20
- (a) Late check-out charges
 - (b) Visitors tabular ledger
-