

00424

**BACHELOR IN HOTEL MANAGEMENT  
(BIHM)**

**Term-End Examination**

**June, 2018**

**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. Classify hotels on the basis of location, type of guests, length of stay and facilities provided by hotels. 20
2. Trace the developments that have taken place in hotel industry since World War II. 20
3. Draw a neat layout of a front-office department of a 5-star hotel. Label each section properly. 20
4. Write short notes on : 10x2
  - (a) Key control
  - (b) Duties and responsibilities of front office supervisor
5. Discuss the step by step procedure followed in 5-star hotels while checking-in V.I.P. guests. 20
6. Draw neat formats of : 10x2
  - (a) Room Reservation form
  - (b) Guest Registration card

7. Define Reservation. Explain the various types of Reservations. 20
  8. What is the importance of guest registration ? Explain various means that are used to register guests in hotels. 20
  9. Write in detail about the activities of the bell desk staff at the time of check out. 20
  10. Write an essay on the front office Accounting fundamentals. 20
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