

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2018**

**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. Draw organisation chart of a three star hotel's front office department. What are the duties and responsibilities of a 'Hotel Receptionist' ? **20**
2. What are the ways of controlling revenue at hotel front office cash department ? **20**
3. What do you understand by telephone etiquettes ? Why are these important in the hospitality industry ? **20**
4. As a front office manager of a hotel, how will you handle the following situations : **2x10=20**
  - (a) A guest staying in the hotel complains that he has lost his diamond ring.
  - (b) You receive an anonymous call that there is a bomb planted in the guest room.
5. Give standard procedure to handle a crisis in your hotel. Explain with example. **20**

6. Write notes on : 4x5=20
- (a) Hospitality desk
  - (b) PABX and EPABX
  - (c) Call monitoring
  - (d) Room Revenue Report
7. Give formulae to calculate : 5x4=20
- (a) Double Occupancy %
  - (b) ARR
  - (c) Rev PAR
  - (d) Yield %
  - (e) Room Occupancy %
8. What are the duties and responsibilities of a hotel Guest Relations Executive ? 20
9. What are the types of security threats for a hospitality organization ? List ways to provide safety and security to a hotel guests. 20
10. Differentiate between manual and automated record systems at the front office department of a hotel. 20
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