

**BACHELOR IN HOTEL MANAGEMENT
(BIHM)**

Term-End Examination

00654

June, 2019

BHY-035 : FRONT OFFICE MANAGEMENT-I

Time : 3 hours

Maximum Marks : 100

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

1. What is the importance of record-keeping ? Write in detail, the record-keeping procedure of Front Office Department. 20
2. Discuss the duties and responsibilities of Guest Relations Executive in a five-star hotel. 20
3. Explain the standard operating procedures to handle the following situations : 2×10=20
 - (a) Two guests quarrelling in the lobby
 - (b) Death in the guest room
4. How will you calculate the following : 4×5=20
 - (a) RevPAR
 - (b) House Count
 - (c) Occupancy Percentage
 - (d) Average Room Rate (ARR)

5. Illustrate step-by-step procedure used in five-star hotels to handle guest complaints. 20
6. Write notes on the following : $2 \times 10 = 20$
(a) Telephone Etiquettes
(b) Discrepancy Report
7. Discuss in detail about the safety procedures followed by hotels to maintain repeat business. 20
8. Give a neat format and explain the usage of the following in Front Office operations : $2 \times 10 = 20$
(a) Cash Sheet
(b) VPO
9. Write notes on the following : $2 \times 10 = 20$
(a) Posting Charges in Guest Folio
(b) Call Monitoring
10. Explain the procedure to be followed by Front Office cashier while checking out a guest. 20
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