

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2015

BHY-035 : FRONT OFFICE MANAGEMENT-I

Time : 3 hours

Maximum Marks : 100

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

1. Explain the record keeping systems that are used by hotels to maintain guest accounts at front-office. **20**
2. What do you understand by job description ? Write the job description of a 'Telephone Operator' working in a 5 - star hotel. **5+15=20**
3. Write short notes on : **10x2=20**
 - (a) Charge privileges
 - (b) Telephone etiquettes
4. List the personality traits of a Guest Relations Executive and explain the duties/responsibilities of GRE. **20**
5. What are the various types of complaints ? Discuss the golden rules that must be followed by front-office staff members while handling guest complaints. **20**

6. Give SOP for the following : **5x4=20**
- (a) Death of a guest in a hotel room
 - (b) Theft of guest belongings from guest room
 - (c) A guest refuses to pay his outstanding bill
 - (d) A guest found carrying Hotel Towels at the time of check out
7. Write short notes on (Any four) : **5x4=20**
- (a) Discrepancy Report
 - (b) EPABX
 - (c) Safety procedures
 - (d) Cash sheet
 - (e) Importance of personal grooming
8. Give the formulae to calculate the following : **4x5=20**
- (a) Occupancy %
 - (b) Double occupancy %
 - (c) House - count
 - (d) Average Room Rate
 - (e) Yield %
9. As a front office manager plan training schedules of new front desk staff. **20**
10. Explain various factors that ensure repeat business in a hotel. **20**
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