

00650

**BACHELOR DEGREE IN HOTEL  
MANAGEMENT**

**Term-End Examination  
December, 2011**

**BHY-023 : BASIC FRONT OFFICE OPERATION**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. List down various types of Hotel Rooms available in 5 - star Hotels and describe them. **20**
2. (a) Define hotel, Mention different departments of a hotel. **10+10=20**  
(b) Explain co-ordination between front office and other departments.
3. Explain in one line : **10x2=20**
  - (a) Concierge
  - (b) Duplex
  - (c) Paid out
  - (d) Allowances
  - (e) FIT
  - (f) Flotel
  - (g) Lanai
  - (h) Cabana
  - (i) Studio
  - (j) FRRO
  - (k) MAP

4. What is Tarriff ? What are the basis of charging room tarriff ? 2+10+8=20

State different types of tariffs offered by a 5-star hotel to attract guests.

5. (a) State *True* or *False* : 10
- (i) Hotel industry is one of the most important foreign exchange earners in India.
  - (ii) Rooms are not a perishable product sold by a hotel.
  - (iii) Suite is a room with attached kitchen.
  - (iv) 5 - star hotels are required to have parking facility.
  - (v) Up-selling and up-grading are the same.
- (b) Match the following : 10

- | A   | B                                 |
|---|-----------------------------------|
| (i) Small hotels in Switzerland are called                                    | (A) Star system                   |
| (ii) Hotels are classified in India on the basis of                           | (B) Front office                  |
| (iii) An area of hotel which normally does not come in contact with the guest | (C) Chalets                       |
| (iv) A hotel's most visible section   | (D) Food production               |
| (v) Larder is a part of   | (E) Non-revenue producing centres |

6. Define Reservation. 2+8+10=20  
List out modes of reservations. Write down the procedure to be followed for cancelling a reservation.
7. Answer *any two* of the following : 10x2=20
- (a) What are the precautions to be taken by a reservation assistant while overbooking ?
  - (b) Discuss the importance of information contained in the log book for a front office agent.
  - (c) Discuss the mail handling procedure followed in hotels.
  - (d) List common reservation problems and ways to avoid them.
8. Answer *any two* of the following : 10x2=20
- (a) Discuss the procedure of key control.
  - (b) Explain left luggage procedure.
  - (c) Explain importance of lobby. Give a neat diagram of front office.
  - (d) What is time share and condominium ?
9. What is pre-registration ? Draw a neat format of Guest Registration card. 5+15=20
10. What are various methods of Bill settlement ?  
As a cashier, what steps would you take while accepting a credit card payment from a foreigner. 8+12=20
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