

BACHELOR IN HOTEL MANAGEMENT (BIHM)**Term-End Examination****December, 2016****BHY-035 : FRONT OFFICE MANAGEMENT - I***Time : 3 hours**Maximum Marks : 100*

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- Note :*
- (i) *Attempt any five questions.*
 - (ii) *All questions carry equal marks.*
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1. With the help of a neat format explain how a cash sheet is maintained by Front-office cashier. 20

2. What do you understand by Credit Monitoring ?
Write in detail about the measures that are taken to monitor guest credit limits. 4+16=20

3. Write short notes on : 4x5=20
 - (a) Rev. PAR
 - (b) Discrepancy Report
 - (c) House Count
 - (d) Room Position

4. With the help of proper examples explain step-by-step procedures followed while handling guest complaints. 20

5. What are the standard operating procedures for following crisis handling situations in a hotel ?
(any two) 10+10=20
- (a) Death
 - (b) Bomb Threat
 - (c) Fire
6. Explain in detail : 10+10=20
- (a) Special personality traits for a GRE (Guest Relations Executive).
 - (b) Functions of Hospitality Desk.
7. Write short notes on : 4x5=20
- (a) Late check-outs
 - (b) Telephone etiquettes
 - (c) Safety procedures
 - (d) Scanty Baggage
8. Define job description. Write job description of telephone operator working in a 5-star hotel. 5+15=20
9. List and explain any five tools that Front-office managers can use to evaluate the success of Front-office operations. 20
10. Discuss the functions and role of Hospitality Desk in a Hotel. 20
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