

**BACHELOR DEGREE IN HOTEL
MANAGEMENT**

Term-End Examination

June, 2012

BHY-023 : BASIC FRONT OFFICE OPERATION

Time : 3 hours

Maximum Marks : 100

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

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1. Write an essay on the evolution and development of Hospitality Industry in India. **20**

 2. Classify hotels on the basis of : **10+10**
 - (a) Location
 - (b) Ownership

 3. Draw a neat diagram of the Front Office Department of a hotel. Label various areas. **20**

 4. Explain the procedure for VIP arrivals. **20**

 5. (a) Write the procedure to handle the messages for the guest. **10+10**
 - (b) Write a brief note on key control in the hotels.

6. What are the differences between PMS and CRS ?
Name 5 CRS. Explain the working of a CRS. 5+5+10
7. Explain various modes and channels used for reservation in a hotel. 20
8. Explain the duties and responsibilities of 10+10
(a) Front Office Assistant
(b) Reservation Assistant
9. What are different methods of payment used in the hotel ? Explain. 20
10. Write short notes on : 5x4=20
(a) Safe deposits
(b) Vouchers
(c) Concierge
(d) Motel.
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