

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

June, 2013

BHY-023 : BASIC FRONT OFFICE OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. Define "Hotel". Explain briefly different types of Hotels. 20
2. What are different types of rooms available in a hotel ? Explain. 20
3. List out attributes of Front Office Personnel. 20
4. Front office is the epicentre of a hotel. Discuss the coordination of Front office department with other departments of hotel. 20
5. (a) Explain briefly the Guest Cycle. 10+10
(b) What are Pre-arrival activities ?

6. (a) Explain the procedure for group arrivals. **10+10**
(b) Explain the procedure of Credit Card payment.
7. What are different types of Guests ? Explain the procedure to receive guests in a hotel. **5+15**
8. How can the valuables and cash be kept safe in the hotel ? Discuss. **20**
9. Explain briefly : **10+10**
(a) Folios
(b) Vouchers
10. Write short notes on : **5x4=20**
(a) C-Form
(b) Express Checkout
(c) CRS
(d) Bell Desk
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