

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2014

BHY-035 : FRONT OFFICE MANAGEMENT - I

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. List duties and responsibilities of following :
 - (a) Front Office Manager 10+10=20
 - (b) Concierge

2. Write short notes on : 5x4=20
 - (a) Errand Card
 - (b) V.I.P. Arrival
 - (c) Guest Paid Out
 - (d) Room Allocation

3. Explain the functions performed in advance, during and after the arrival of a VIP group. 20

4. Guest has left the hotel without settling the bill total outstanding is Rs. 1,00,000. List reasons that could be responsible for this event and also suggest measures to step such event in future. 20

5. How will you handle the following category of guests ? **5x4=20**
- (a) Angry guest
 - (b) Drunk guest
 - (c) Talkative guest
 - (d) Shy guest
6. (a) Explain procedure to handle guest complaints. **20**
- (b) How Guest history can be used to handle guest complaint ?
7. "Inter department co-ordination is important". **20**
Explain with example for all departments.
8. Write short notes on : **5x4=20**
- (a) Over stay
 - (b) Over booking
 - (c) Over payment
 - (d) Outstanding payment
9. As a Front Office Manager how will you ensure maximum occupancy and maximum revenue during off season. **20**
10. Write short notes on : **5x4=20**
- (a) 'C' Form
 - (b) Guest Registration
 - (c) FRRO
 - (d) F.I.T.
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