

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

June, 2015

00228

BHY-023 : BASIC FRONT OFFICE OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. Explain the development and growth of Hotel Industry in India. **20**
2. Explain the classification of Hotels on the basis of : **4x5=20**
 - (a) Location
 - (b) Clientele
 - (c) Facilities
 - (d) Size
3. "Front office its the Menu system of a hotel". Explain what are its various sections ? **20**
4. (a) Explain the procedure of distributing guest mails in hotels. **10+10=20**
(b) Explain the procedure by which a hotel ensures the delivery of guest messages.
5. What is group reservation ? What are the steps to be followed while processing group reservation ? **20**

6. Explain arrival procedures for various categories of guests in the hotel. Support your answer with document used during the process. **20**
7. Differentiate between following : **5x4=20**
- (a) Credit Card and Debit Card
 - (b) European Plan and American Plan
 - (c) City Hotel and Resort Hotel
 - (d) Guest Registration Card and Guest History Card
8. Explain check-out procedure. Explain left luggage procedure. **10+10=20**
9. What are various modes of reservation ? **20**
Differentiate between PMS and CRS.
10. Write short notes on : (any four) **5x4=20**
- (a) Pre-registration
 - (b) Overbooking
 - (c) Safe deposit procedures
 - (d) Visitor Tabular Ledger
 - (e) Types of rooms
-