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Printed Pages: 02 **Sub Code: HMCT203/HM203**
Paper Id: 174203 **Roll No.** | | | | | | | | | | |

BHMCT
(SEM II) THEORY EXAMINATION 2017-18
FRONT OFFICE OPERATION - II

Time: 3 Hours ***Total Marks: 100***

Note: 1. Attempt all Sections.
2.Read instruction of each section carefully & answer accordingly.

SECTION A

1. Attempt *all* questions in brief. **2 x 10 = 20**

a) What isRack rate?
b) What is over booking?
c) What is FIT?
d) What is reservation?
e) What is Concierge?
f) Define Hotel?
g) What is Bell Desk?
h) What are the modes of Payment?
i) What is Tarrif?
j) Define Hotel.

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SECTION B

2. Attempt any *three* of the following: **10 x 3 = 30**

a. What are the attributes and responsibilities of the Bell Boy?
b. Discuss the importance of valet service in five star Hotels.
c. Explain the Self Check in process in detail.
d. Explain the different type of enquiries made by the guest.
e. Explain the procedures of handling guest mails. Draw the required formats.

SECTION C

3. Attempt any *one* part of the following: **10 x 1 =10**

(a) How telephone may be help full in communication and proved to be added service to the guest.
(b) Explain in detail about starting of a work shift & performing regular task during the shift.

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4. Attempt any *one* part of the following: 10 x 1 = 10

(a) What is check in procedure at the bell desk. Draw the 'errand card arrival'.

(b) What is Paging? Define different systems of Paging.

5. Attempt any *one* part of the following: 10 x 1 =10

(a) plain the different type of Keys handled at the Front office of a hotel.

(b) Differentiate between Credit Card and Debit Card in detail.

6. Attempt any *one* part of the following: 10 x 1 = 10

(a) What do you mean by Paid out Voucher? Explain in detail.

(b) "Inter departmental communication is must for smooth functioning of a hotel". How Front office department communicate with F & B Service, F & B production & House Keeping Department

7. Attempt any *one* part of the following: 10 x 1 =10

(a) Draw a neat hierarchy of Front Office department. Also describe the duties & responsibilities of Lobby Manager.

(b) What are the various modes of payment in a Hotel in India? Explain.

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