Printed Pages: 2 **Sub Code: NBHMCT803**

Paper Id: 174254 **Roll No.** | | | | | | | | | | |

BHMCT

(SEM-VIII) THEORY EXAMINATION 2018-19

FRONT OFFICE OPERATIONS

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

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

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

a. Mention any three automated equipment used at the front desk
b. A timid guest
c. Guest phone
d. Questionnaire
e. Charge card
f. Use of pager
g. Full passport
h. Expand PBX, EPBX, EPABX
i. Tourist visa
j. Locker facility

SECTION B

2. Attempt any *three* of the following: 10x3=30

a. How does the intercom telephone system function in a hotel?
b. What is the procedure to issue lockers to guests at the front desk?
c. What is a credit card? Tell the difference between a debit and a credit card.
d. Explain guest satisfaction and guest delight with examples.
e. What is a passport? What important points are checked in the passport of a foreigner guests at the time of check-in?

SECTION C

3. Attempt any *one* part of the following: 10x1=10

a. Explain the measures a hotel takes to ensure customer care.
b. What are the steps to handle guests who create a nuisance in the lobby of a hotel?

4. Attempt any *one* part of the following: 10x1=10

a. Explain guest history card and mention its use in detail.
b. What is meant by follow-up procedure in handling of guest complaints? Explain.

5. Attempt any *one* part of the following: 10x1=10

a. What is visa? What is its necessity for travelling to foreign country?
b. What are the types of guests as per their personalities?

6. Attempt any *one* part of the following: 10x1=10

a. What are the types of complaints a hotel generally receives from guests?
b. Define a traveler's check. Will it be considered a safer method for payments in a foreign country in comparison to a credit card?

7. Attempt any *one* part of the following: 10x1=10

a. What is overbooking? Is it ethical to overbook? Justify.
b. How should the front office handle death in a hotel?

www.aktuonline.com

http://www.aktuonline.com