

Printed Pages :3



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HMCT-203

(Following Paper ID and Roll No. to be filled in your Answer Book)

**PAPER ID :174215**

Roll No.

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**BHMCT**  
**(SEM-II) EVEN SEMESTER THEORY**  
**EXAMINATION, 2014-15**  
**FRONT OFFICE OPERATION-II**

*Time : 2 Hours]**[Total Marks : 50**Note:* Attempt all Sections

**Section-A**

1. Attempt all questions: 1×10=10

Define the following terms:

- (a) Room Count
- (b) Errand Card
- (c) Scanty Baggage
- (d) Crib rate

- (e) No Show
- (f) Pent house
- (g) Cabana
- (h) Motels
- (i) Occupancy%
- (j) A &D register

### Section-B

2. Attempt any five questions: 3×5=15
- (a) Define Rooming List. Explain the Role of Rooming List in front office.
  - (b) Which all reports are prepared in Front Office by Night Auditor? Draw the format of any two.
  - (c) Which form is filled for the foreigners at the time of Check In? Explain the whole procedure.
  - (d) Who is Night Auditor? What is the Role & responsibilities of a night Auditor? Explain in detail.
  - (e) What are Importance of Legal implications of registration for the guest and the Hotel?

- (f) Who is a Concierge? Explain its Job Description.
- (g) Discuss the Starting the work shift in F.O. Department.

### Sections-C

3. Attempt any five questions: 5×5=25
- (a) What is the importance of registration of a guest in Hotels? Draw a neat guest registration card.
  - (b) How do you manage Group Arrival? Draw the necessary formats. relating to Group Arrival.
  - (c) What do you mean by Forecast in Front Office? How do you Forecast Occupancy?
  - (d) With the help of a glow chart explain the Check-in procedure of a Chance guest?
  - (e) What are the qualities of a good front office employee?
  - (f) Justify the statement "A Hotel is a home away from home".
  - (g) What are the possible reasons for changing guest rooms? Explain the room change procedure.

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