

Printed Pages : 2



HM-303

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

PAPER ID : 992303

Roll No.

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B. H. M. C. T.

(SEM. III) (ODD SEM.) THEORY

EXAMINATION, 2014-15

FRONT OFFICE OPERATION – III

Time : 2 Hours]

[Total Marks : 50

Note : Attempt all sections.**SECTION – A****1** Attempt any **ten** questions :**1×10=10**

- | | |
|----------------------|--------------------|
| (i) Resort Hotel | (ii) Lanai Room |
| (iii) Tariff | (iv) MAP |
| (v) Valet Parking | (vi) FIT |
| (vii) Reservations | (viii) Overbooking |
| (ix) Crib Rate | (x) Stay over |
| (xi) Transient Guest | (xii) Skipper. |

SECTION – B

- 2** Attempt any **five** questions : **3×5=15**
- (i) What are the attributes and responsibilities of the Bell Boy?
 - (ii) Discuss the importance of valet service in five star hotels.
 - (iii) Define the Self Check in.
 - (iv) Define Bell boy errand card.
 - (v) What do you mean by Registration? How it is important for Hotels?
 - (vi) What do you mean by “Over booking”?

SECTION – C

- 3** Attempt any **five** questions : **5×5=25**
- (i) Explain the different type of enquiries made by the guest.
 - (ii) Explain the procedures of handling guest mail. Draw the required formats.
 - (iii) Explain the different type of Keys handled at the Front office of a hotel.
 - (iv) What is Paging? Define different systems of Paging.
 - (v) What is check in procedure at the bell desk ? Draw the ‘errand card arrival’.
 - (vi) How telephone may be help full in communication and proved to be added service to the guest ?