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**B.H.M.C.T.**  
**THEORY EXAMINATION (SEM-IV) 2016-17**  
**FRONT OFFICE**

**Time : 3 Hours****Max. Marks : 100****Note : Be precise in your answer.****SECTION – A****1. Attempt all of the following questions:****10 x 2 = 20**

- (a) EPBAX
- (b) Overbooking
- (c) POS
- (d) Fax
- (e) Fussy guest
- (f) Feed back form
- (g) TC
- (h) Interview
- (i) Visa
- (j) Overstay

**SECTION – B****2. Attempt any five of the following questions:****5 x 10 = 50**

- (a) Explain the working and use of Internet in hospitality industry?
- (b) Throw light on the importance of overbooking and how will you handle such situation?
- (c) As front office assistant how will you deal with timid guest and socializing guest
- (d) What are guest complains and give the handling procedure of such complains?
- (e) Define Passport and briefly discuss different types of passport?
- (f) What precautions should be taken while accepting credit card from guest?
- (g) “Guest satisfaction and delight is the aim of today’s industry”, Comment.
- (h) **Draw the format of :**
  - (i) Encashment Certificate
  - (ii) Guest Comment Card

**SECTION – C****Attempt any two of the following questions:****2 x 15 = 30**

- 3. What is safety Locker? Explain the procedure of allotment and surrendering of safety locker? (with format)
- 4. Guest history card is a tool for marketing the hotel. Discuss (draw format)
- 5. Briefly explain the comment card and Questionnaire form of feedback with their format?