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**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 is Rack 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 Tariff?
- j) Define Hotel.

**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.

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.