



Printed Pages : 2

BHMCT – 203

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

PAPER ID : 7467

Roll No.

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BHMCT

(SEM. II) EXAMINATION, 2006-07

FRONT OFFICE OPERATIONS - II

Time : 2 Hours]

[Total Marks : 50

Note : Attempt all questions. All questions carry equal marks.

1. What is the importance of registration of a guest in hotels? Draw a guest registration form. **14**

OR

1. What are different types of registration? Discuss the legal aspect of registration. **14**
2. How do you manage 'Group' arrival? Draw the formats. **14**

OR

2. Draw the formats of : **14**
 - (a) Bulk reservation form for a group
 - (b) Group meal information

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[Contd...

3. What are the reports and statistics prepared in front office of a five star hotel? Explain. 14

OR

3. What do you mean by Forecast in front office? 14
How do you forecast?

4. Write notes on : (any **two**) 2×4=8
- (a) Starting the work shift
 - (b) Rooming list
 - (c) Room change.
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