

Printed Pages : 4



174215

HMCT203

(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) THEORY EXAM. 2014-15**  
**FRONT OFFICE OPERATIONS-II**

Time : 2 Hours]

[Total Marks : 50

**Note :** Attempt the questions from each section as indicated.**SECTION - A****Q1.** Attempt any ten questions :

1x10=10

Define the following terms:

(a) House Count

- (c) Who is a Night Auditor? Enlist the importance of Night Auditing.
- (d) With the help of a flow chart explain the Check In procedure of a foreign guest.
- (e) Explain the different types of registration records?
- (f) Justify the statement "Front office is the mirror of the hotel".
- (g) What is Rooming List? Draw the format of it.

- (b) Reservation Form
- (c) Skipper
- (d) Modified American Plan
- (e) Garni Hotels
- (f) Efficiency room
- (g) Powder room
- (h) Capsule Hotels
- (i) ARR
- (j) 'C' Form

### SECTION - B

**Q2.** Attempt any *five* questions from the following : 3x5=15

- (a) What are the different types of Registration? Discuss in brief.

- (b) Draw and Explain the Format of Bulk Reservation Form.
- (c) What is the Room Change procedure? Explain it with room Change Formats.
- (d) Who is a Doorman? List the duties of a Doorman.
- (e) Who is a GRE? What is the role of GRE in Check In for a VIP Guest?
- (f) Explain the Room key management in detail.

### SECTION - C

**Q3.** Attempt any *five* questions from the following : 5x5=25

- (a) What is the importance of Front office in hotels? What are its functions and enlist the different section of front office?
- (b) How do you manage Group Check In? How it is different from Express Check In?