

- (e) Define overbooking. How would you handle the overbooking situation in a hotel when a confirmed guest arrives and no vacant room is available?
- (f) What are the steps which would result in managing 'guest satisfaction'?
- (g) How would you handle 'death' situation in a hotel as a front office personnel?
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Printed Pages : 4



HMCT403

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

**PAPER ID : 175403**

Roll No.

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**BHMCT**  
**(SEM. IV) THEORY EXAM. 2014-15**  
**FRONT OFFICE OPERATIONS-IV**

Time : 2 Hours]

[Total Marks : 50

**Note :** Attempt the questions from each section as indicated.**SECTION - A****Q1.** Define all from the following terms : 1x10=10

- (a) Bundling
- (b) ECO
- (c) Down bell

- (d) Float
- (e) FERA
- (f) Adjoining room
- (g) Bag pull
- (h) Commissionaire
- (i) Blocking
- (j) Cross Training

### SECTION - B

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

- (a) Who is a fussy guest? How you would deal with the fussy guest?
- (b) What is VISA? Explain the formalities attached in obtaining VISA.
- (c) What is the importance of a feedback form?

- (d) What is the role of EPABX as modern communication method?
- (e) Write a short note on "Credit Cards as a mode of payment."
- (f) Wireless is the new technology used in modern communication method. Justify.

### SECTION - C

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

- (a) What is passport? What is the procedure of taking Check-In of a foreigner guest?
- (b) Explain in points the guidelines and steps to be followed for handling complaints at front office.
- (c) Define traveller's cheque. What are the steps involved in encashing a traveller's cheque?
- (d) Explain in detail about the guest history card with its format.