BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION)
(CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-II :SUMMER- 2022
SUBJECT : MANAGING FRONT OFFICE OPERATIONS

Day : Tuesday   Time : 10:00 AM-12:30 PM

Date : 28-06-2022   **S-19863-2022**   Max. Marks : 60

N.B.:

   1) All questions are COMPULSORY.

   2) Both the sections to be written in same answer sheet.

SECTION - I

Q.1) Answer the following: (Any 6)   (6 Marks)

  1) FFIT   5) Overbooking

  2) Amenities Voucher   6) GRC

  3) Walking a guest   7) Dead Move

  4) Walk-In   8) No Show

Q.2) Answer the following: (Any 3)   (12 Marks)

  a) Draw a format of rooming list.

  b) Explain check in of a foreigner with confirmed reservation.

  c) As a FOA, how will you handle check in of a scanty baggage guest?

  d) What is room change, explain in detail.

Q.3) Answer the following: (Any 3)   (12 Marks)

  a) List and explain various pre arrival activities to be carried out for arrival of FIT.

  b) Explain check in procedure for a walk in guest.

  c) As a FOA, how will you handle terrorist attack at hotel?

  d) Give step by step procedure of handling guest complaints.

SECTION - II

Q.4) Answer the following: (Any 6)   (6 Marks)

  1) GRE   5) BTC

  2) SOP   6) Petty cash

  3) FEMA   7) Late charge

  4) VPO   8) Express check out

Q.5) Answer the following: (Any 3)   (12 Marks)

  a) Explain the Role of GRE in front office department

  b) Explain check out procedure with mode of payment as foreign currency.

  c) Differentiate between personal cheque and demand draft.

  d) List various duties performed at front desk during check out.

Q.6) Answer the following: (Any 3)   (12 Marks)

  a) Write a short on Guest History System

  b) List and explain types of vouchers used at front desk.

  c) Explain departure procedure in fully automated system.

  d) List and explain records which are updated after guest departure.

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