

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-
2018 COURSE)**

B.H.M.C.T. Sem-I :SUMMER- 2022

SUBJECT : BASIC FRONT OFFICE OPERATIONS (THEORY)

Day : Tuesday
Date : 12/7/2022

S-19923-2022

Time : 10:00 AM-12:30 PM
Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Both the sections should be written in the **SAME** answer sheet.

SECTION - I

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

- | | |
|-------------------|---------------------|
| 1) Heritage Hotel | 6) Time share Hotel |
| 2) B& B Hotel | 7) Spa Hotel |
| 3) Resort | 8) Travel Desk |
| 4) Boutique Hotel | 9) Concierge |
| 5) Paging | 10) Room status |

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

- a) Explain the following with example:
i) Floatel ii) Motel iii) Casino hotel iv) Airport Hotel
- b) Give the duties and responsibilities of Front Office Manager.
- c) What are the various basis of charging room tariff?
- d) Explain the following rates:
i) Crew rate iii) Corporate rate
ii) Complimentary rate iv) Crib rate

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

- a) Classify and explain hotels based on location.
- b) Draw organizational chart of front office department in large hotel.
- c) Explain the following rooms:
i) Lanai iii) Pent house
ii) Efficiency room iv) Twin room
- d) Describe various meal plans offered to guest in hotel.

SECTION - II

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

- | | |
|------------------------|----------------|
| 1) Skipper | 6) GIT |
| 2) NB | 7) No show |
| 3) Arrival errand card | 8) Overbooking |
| 4) Amendment | 9) SB |
| 5) SABRE | 10) EPABX |

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

- a) List various activities carried out at bell desk during guest arrival
- b) Write a short note on:
i) CRS
ii) GDS
- c) Draw and explain guest cycle
- d) Give the points of coordination between front office and housekeeping department in hotel.

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

- a) Explain scanty baggage procedure at Bell desk.
- b) Write duties and responsibilities of bell boy.
- c) Explain various types of reservation.
- d) Give the points of coordination between front office and maintenance department in hotel.

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