

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

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

SUBJECT : MANAGING FRONT OFFICE OPERATIONS

Day : Tuesday
Date : 28-06-2022

S-19932-2022

Time : 10:00 AM-12:30 PM
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.