

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

B.Sc. (H. & H.A.) Sem-II : WINTER- 2022

SUBJECT : MANAGING FRONT OFFICE OPERATIONS

Day : Monday

Time : 10:00 AM-12:30 PM

Date : 19-12-2022

W-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) ATG | 5) Walking a Guest |
| 2) Long stay guest list | 6) Walk-In |
| 3) Registration | 7) Sleep out |
| 4) Visa | 8) House Guest |

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

- a) Explain pre arrival procedure for a group
- b) With help of a flowchart explain check in of a international group.
- c) Explain check in procedure for a walk in guest
- d) Draw a format of room change slip and explain room change procedure

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

- a) Explain pre arrival procedure for a FIT
- b) With help of a format explain GRC card
- c) As a FOA, how will you handle fire in the guest room?
- d) As a FOA, how will you handle below situation
Robbery at reception counter?

SECTION - II

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

- | | |
|---------------------|--------------------------|
| 1) Hospitality Desk | 5) Float |
| 2) SOP | 6) Petty cash |
| 3) FEMA | 7) Luggage out pass |
| 4) BTC | 8) Departure errand card |

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

- a) Discuss the co-ordination of GRE with Food & Beverage and Front Desk.
- b) Write a note on modes of cash settlement.
- c) Explain in detail procedure for foreign currency exchange at front desk.
- d) Draw and fill express check out form.

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

- a) Explain the Role of GRE in front office department.
- b) Draw a format of VPO and telephone call voucher.
- c) With help of a flowchart explain guest check out procedure
- d) Explain departure procedure in fully automated system