

Roll No.

Total No. of Pages: 02

Total No. of Questions: 09

B.Sc. (HMCT) (2011 & Onwards) (Sem. - 2)
FRONT OFFICE - I

M Code: 12079

Subject Code: BSHM-203

Paper ID: [C1110]

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION A

1. a) What does F.I.T's stands for?
b) What does G.I.T's stands for?
c) What are two modes of reservation?
d) Write two stages of guest cycle.
e) What are different sources of reservation?
f) What is pegging?
g) Write the names of two forms filled during registration?
h) Write any two common queries of the guest in relation with front office.
i) What is C form?
j) What is crib rate?

SECTION B

2. What is the importance of reservation?
3. Explain guest handling procedure during arrival.
4. Write points to be considered while up selling the rooms.
5. What are the duties of G.R.E?
6. What is hospitality desk?

SECTION C

7. Explain the Hubbard formula with example.
8. What records are required at the arrival of F.I.T's?
9. Explain guest complaint handling procedure.

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SECTION A

1. Write short note on the following:
 - a) Group reservation
 - b) Overbooking
 - c) Bell desk
 - d) Customer's profile
 - e) Confirmed reservation
 - f) Rack rate
 - g) Close
 - h) Pregnant pause
 - i) Down sell
 - j) Discounted rates

SECTION B

2. Discuss various systems of reservation?
3. Differentiate between reservation and registration?
4. Explain the procedure for preparing for guest arrivals at reservation desk?
5. Explain Hubbart's formula?
6. Why there is need for coordination of bell desk and other areas of front office?

SECTION C

7. Discuss in detail channels and sources of reservation.
8. Explain the process of "receiving, registration and rooming" the guest with the help of flowchart?
9. What are the various room selling techniques?

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SECTION-A

1. Write briefly :
 - a) CVGR
 - b) Overstay
 - c) No-Show
 - d) Crib Rate
 - e) Concierge
 - f) 6 PM release
 - g) G.I.T.
 - h) Bounced
 - i) Front Office
 - j) Paging

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SECTION-B

2. What are different techniques of up selling?
3. Write a note on importance of reservations.
4. List and explain the different discounts offered by Hotels.
5. Explain importance of plans for Hotel and Guest.
6. Explain the Mail and Message handling in Front Office.

SECTION-C

7. List and explain different Plans offered by the hotels in detail.
8. What is importance of reservation for Hotel? Explain the model and sources of reservation.
9. Explain during stay activities with necessary diagrams.

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SECTION-A

- 1) Write briefly :
 - a) Corporate Rate
 - b) Pre-arrival Stage
 - c) Non-guaranteed Reservations
 - d) FHRAI Rate
 - e) Pre-registered Guest
 - f) Guest Location Form
 - g) Guest Relation Executive
 - h) Welcome Card
 - i) Semi-automatic System of Reservation
 - j) Rack Rate

SECTION-B

2. Describe in detail the Meal Plans.
3. Write a note on Guest Cycle.
4. Explain the different Modes of Reservation.
5. What do you understand by the term 'Upselling'?
6. What are the preparations to be done for Guest Arrival?

SECTION-C

7. How is a Guest Complaint handled in Front Office? Explain with example.
8. Give a detailed description of the Manual and Automated Check-in procedure.
9. Explain the Manual and Automated Systems of Reservations.

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SECTION-A

1) Write briefly :

- a) What is Night Auditor?
- b) CRS
- c) Room service
- d) Rack rate
- e) OVERBOOKING
- f) GIT, FIT
- g) VISA
- h) RESORT
- i) MOTEL
- j) Medical tourism

SECTION-B

- 2) Effective listening is the important part telephone handling. As a front office staff list the various measure taken while handling guest calls.
- 3) What are the basic functions of Front office?
- 4) Why it is important to maintain guest history and why feedback is important in hospitality industry?
- 5) Explain the duties and responsibilities of a Night Auditor.
- 6) What all Amenities is provided by a five star hotel to guest?

SECTION-C

- 7) What do you understand by Intangibility of service? How can hotels ensure that guest receive "Standard Service" at all times?
- 8) What is up selling? What are the basic room selling techniques?
- 9) Write brief note hotel industry. What all measures and standard required to run hotel industry?