

S.No. : 507

BHM 2203

No. of Printed Pages : 03

Following Paper ID and Roll No. to be filled in your Answer Book.

PAPER ID : 26109

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B. H. M. C. T. Examination 2021-22

(Even Semester)

FRONT OFFICE-II

Time : Three Hours]

[Maximum Marks : 60

Note :- Attempt all questions.

SECTION - A

1. Attempt all parts of the following :

$8 \times 1 = 8$

Define the following :

- (a) Registration
- (b) Scanty Baggage
- (c) Fam group
- (d) Live move
- (e) Crib rate
- (f) Rooming list

[P. T. O.]

- (g) Pre-registration
- (h) Travel agent rate

SECTION – B

2. Attempt any two parts of the following : $6 \times 2 = 12$

- (a) Discuss different types of registration records used in hotel with their merit and demerit. (draw format)
- (b) Mention the pre-arrival procedure performed by front office for group check in.
- (c) Give the duties and responsibility of night auditor.
- (d) Discuss any six type of room rates offered by hotels to guest.

SECTION – C

Note:- Attempt all questions. Attempt any two parts from each questions. $8 \times 5 = 40$

- 3. (a) Explain the check in procedure of VIP guest.
- (b) Mention different system of registration used in hotel and list any five importance of registration.

- (c) Discuss the check in procedure for walk in guest.
4. (a) Briefly discuss about different types of groups.
(b) Explain the on arrival procedure of check in for group.
(c) Give the reasons for room change and discuss the procedure for room change.
5. (a) Briefly explain night audit process.
(b) Explain high balance report and occupancy report.
(c) Write short note on greeting of guest.
6. (a) Discuss the factors affecting room tariff.
(b) What are the basis for establishing end of the day in the hotels?
(c) Draw the flowchart of check in procedure for foreigner guest and draw the format of form C.
