

S.No. : 111

BHM 3203

No. of Printed Pages : 03

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

PAPER ID : 36108

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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) House court
- (b) VISA
- (c) Scanty Baggage
- (d) Pre-registration
- (e) Walk-In guest

[P. T. O.]

- (f) Fam Group
- (g) Rooming list
- (h) FRRO

SECTION – B

2. Attempt any two parts of the following : $2 \times 6 = 12$
- (a) What are the different types of records use by the hotel? Draw GRC format.
 - (b) What is passport? Explain its types.
 - (c) Draw flowchart and explain group check in procedure.
 - (d) Describe the duties and responsibilities of night auditor.

SECTION – C

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

3. (a) Explain the registration process followed by the hotel.
- (b) Define registration and mention the role of proper greeting of the guest.

- (c) Draw the flow chart of walk-in guest check-in - procedure.
- 4. (a) Explain form-c with help of its format.
- (b) Discuss check-in procedure of confirmed reservation guest.
- (c) Explain VIP guest check-in procedure.
- 5. (a) Explain the reasons and procedure of room change.
- (b) Draw the flow chart of foreigner guest check-in procedure.
- (c) Discuss high balance report and occupancy reports.
- 6. Write short notes on any two :
 - (a) Night audit process
 - (b) Types of VISA
 - (c) Types of group

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