

No. of Printed Pages : 03

Roll No.

B174

B.H.M. EXAMINATION, May 2019

(Second Semester)

(Re-appear Only)

(BHM)

BHM108

FRONT OFFICE-II

Time : 3 Hours]

[Maximum Marks : 70

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all. Q. No. **1** is compulsory.

1. Explain the following :

2×7=14

(a) Bell Desk

(2-33/9) M-B-174

P.T.O.

- (b) Grooming
- (c) Franking Machine
- (d) Paid outs
- (e) Public conveniences
- (f) Rack Rate
- (g) Travel agents.

Note : Attempt *one* question from each Unit.

Unit I

- 2. Draw organisation structure of a five and three star hotel Front Office. **14**
- 3. Write down job description of Front Office Manager. **14**

Unit II

- 4. Elaborate different equipments used at Front office. **14**
- 5. How is room tariff fixed in a hotel ? **14**

Unit III

- 6. Explain different stages of guest cycle for Front Office department. **14**
- 7. Discuss procedure for handling complaints at Front Desk. **14**

Unit IV

- 8. Write down importance and different types of reservations. **14**
- 9. Discuss handling of overbooking and cancellation of reservation. **14**