

No. of Printed Pages : 03

Roll No.

B-174

B. H. M. EXAMINATION, May 2017

(Second Semester)

(Main & Re-appear)

(BHM)

BHM-108

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, selecting *one* question from each Unit. Q. No. 1 is compulsory. All questions carry equal marks.

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P.T.O.

1. Explain the following : **2×7=14**
- (a) Diary System of Reservation
 - (b) Non-Confirmed Reservation
 - (c) Room Rack
 - (d) Sample Room
 - (e) Manual Complaints
 - (f) Concierge
 - (g) Reservation Slip.

Unit I

2. What are the duties and responsibilities of Front office management in a 500 room five start hotel ? **14**
3. What qualities should be observed while hiring staff for front office department ? **14**

Unit II

4. Give a comprehensive list of equipment used at Front desk along with their uses. **14**
5. What are the various types of rooms available in a large hotel ? **14**

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Unit III

6. Explain in detail, how reservations are amended and cancelled in a large hotel ? **14**
7. Write notes on the following : **7×2=14**
- (a) Systems of Reservation
 - (b) Issues while handling group reservation.

Unit IV

8. What are different types of complaints you may face in a hotel and how will you handle them ? **14**
9. Discuss the duties and responsibilities of a Lobby Manager in a 400 room's property. **14**

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