

No. of Printed Pages : 03

Roll No.

D174

B.H.M. EXAMINATION, May 2019

(Fourth Semester)

(Main & Re-appear)

(BHM)

BHM208

FRONT OFFICE OPERATION

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 at least *one* question from each Unit. All questions carry equal marks.

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P.T.O.

Unit I

1. Illustrate various functions of bell desk in a large scale hotel.
2. Write notes on the following :
 - (a) Registration process
 - (b) Left luggage handling.

Unit II

3. Write notes on the following :
 - (a) Key Control
 - (b) Handling emergencies.
4. Define Guest Security. Elaborate the objectives and importance of guest security in a hotel.

Unit III

5. Discuss the guest check out procedure used in the front office in large hotel.
6. Write notes on the following :
 - (a) Foreign exchange handling
 - (b) Computer accounting.

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Unit IV

7. What is front office cashiering ? Discuss the systems of front office cashiering in a 5 star hotel.
8. Write notes on the following :
 - (a) Guest ledge
 - (b) Tracking transactions.

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