

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-2)

FRONT OFFICE-II

Subject Code : BH-116

M.Code : 14523

Date of Examination: 24-12-2022

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
2. **SECTION-B** contains **FIVE** questions carrying **2½** (Two and Half) marks each and students has to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **FIVE** marks each and students have to attempt any **TWO** questions.

SECTION-A

- 1. Write a short note on :**
- a) Pre registration Activities
 - b) Walk-in guests.
 - c) MICE tourists
 - d) Split Folio
 - e) Overbooking
 - f) Uniformed Service
 - g) Left Luggage Handling procedure
 - h) Types of Reservation
 - i) City Folio.
 - j) Front Desk

SECTION-B

2. Which all functions are carried out at concierge?
3. State the importance of Up-selling in reservations?
4. Explain the process of handling walk-in registration.
5. What is the role of Key Control System in safety and security of rooms? Elaborate.
6. Explain the various types of folios made in star Hotels?

SECTION-C

7. Explain the duties and responsibilities of Front Office Manager.
8. Draw a neat format of Guest Registration Card.
9. Explain in detail the Whitney System of Reservation.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.