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Total No. of Pages: 02

Total No. of Questions: 09

BHMCT (Sem. – 2)
FRONT OFFICE FOUNDATION-II
Subject Code: BHMCT-205-18
M Code: 75884
Date of Examination : 20-12-2022

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write short notes on:

- a) Meal Plans
- b) Hubbart Formula
- c) CIP
- d) DCC
- e) Upselling
- f) Scanty Baggage
- g) GRC
- h) House use rooms
- i) Post Departure
- j) No Post

SECTION-B

2. Discuss Cost based Pricing for the fixation of room rent.
3. What is overbooking? Discuss its importance.
4. What is Modified American Plan? For which type of clientele it is mostly offered and why?
5. List down some of the services and facilities which can be offered to single lady guest.
6. What is the process of room assignment of the guest?

SECTION-C

7. Discuss in detail the guest cycle in the hotel.
8. What is Reservations? Discuss importance of pre booking the rooms.
9. What is shift handover? Discuss the handover procedure and its importance in front office.

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