Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐   Total No. of Pages : 02

Total No. of Questions : 09

BHMCT   (Sem.–4)
FRONT OFFICE OPERATIONS AND MANAGEMENT
Subject Code : BHMCT505-18
M.Code. : 78551
Date of Examination : 16-12-2022

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 has to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.**

SECTION-A

1. **Write short notes on :**

   a) GDS

   b) PMS

   c) Up-selling

   d) Types of Guest profiles

   e) Paging

   f) Difference between move up and move down

   g) Uniformed staff

   h) Inter-sell agencies

   i) Formula for No show %

   j) MICE.

SECTION-B

2. Draw a neat format of Arrival Errand Card.

3. What is GDS? Write a note.

4. Brief about the types security in the hotel.

5. What are the benefits of Forecasting? Enlist.

6. What are the various functions of Concierge?

SECTION -C

7. Write various methods used for rooms selling techniques emphasising upon the various sources of reservations to which rooms are sold?

8. Define Forecasting. Draw neat 10 day forecasting form.

9. Write an essay about the latest security measures used in the hotels at the time of check in.

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.