

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHSRM (2012 & Onwards) (Sem.-2)  
CUSTOMER SERVICE AND FRONT OFFICE  
Subject Code : BHSRM-201  
Paper ID : [G1141]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION 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) PMS
- b) What is Customer Service?
- c) Guest Cycle
- d) EPABX
- e) Log Book
- f) Spa
- g) Bell Boy
- h) Whitney Rack
- i) Paging
- j) Grand Master Key

## SECTION-B

2. Draw the neat layout of front office department.
3. What is Concierge? Write down the role of Concierge.
4. Write about the standard Lost & Found Procedure in hotels.
5. Being an authoritative person, how should a Drunken Guest be handled?
6. What are the different components of front office?

## SECTION-C

7. List down the different equipments used in Front office department along with their usage.
8. Draw neat Organisational Structure of Front office department of a large hotel. Also write the co ordination of the Front office with other departments.
9. What are the possible causes of complaints by guest? How should a front office assistant handle the complaints?

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.