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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

Q1 Write short notes on :

- a. Concierge
- b. Key control
- c. Problem Solving
- d. Challenges of customer service
- e. Motivation
- f. Technology and customer service
- g. Voice Mail
- h. Log Book
- i. Call accounting systems
- j. Guest room security

SECTION B

- Q2. What is Guest cycle and what are the activities that take place at each stage explain in brief?
- Q3. Write a short note on the various functions of front office.
- Q4. Explain about the organizational structure of front office in a medium scale hotel.
- Q5. What do you understand by Property management system and why is it important?
- Q6. Draw a layout of front office department of a five star hotel.

SECTION C

- Q7. Explain about the various semi automated equipments used in a hotel. Explain about them in brief.
- Q8. What are the various non automated equipments that are used in a hotel explain about them in brief?
- Q9. Explain about the co-ordination of front office with other departments of the hotel.