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Total No. of Pages: 02

Total No. of Questions: 09

B.Voc. (Tourism and Hospitality Management)(Sem. – 2)

FRONT OFFICE OPERATIONS

Subject Code: BVTHM-204-19

M Code: 77498

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) Reservation
- b) Rate negotiations
- c) Air crew
- d) Room assignment
- e) Bell boy errand card
- f) Room change slip
- g) Encashment certificate
- h) VIP
- i) Late arrivals
- j) Safety locker

SECTION-B

2. Differentiate between confirmed and tentative reservations.
3. What are the reasons for room change?
4. List 5 common discounts offered by the hotel.
5. Explain the process of foreign currency exchange in hotels.
6. What are the common problems that may occur during guest arrival?

SECTION-C

7. Classify guest complaints with examples.
8. Explain the step-by-step process of Group check-in at the hotel.
9. What is the registration procedure for non-automated, semi-automated and automated hotels? Give examples.

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.