

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

B.Voc. (THM) (Sem.-2)
FRONT OFFICE OPERATIONS

Subject Code : BVTHM-204-19

M.Code : 77498

Date of Examination : 12-07-22

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 a short note on the following :**

- a) FOREX
- b) FFIT
- c) Pre Registration Activities
- d) Cut off date
- e) Lay over Passengers
- f) PMS
- g) Up-selling
- h) Waitlisted Reservation
- i) Room Amenities
- j) Front Office Operations

SECTION-B

2. Write a note upon the building guest loyalty.
3. Give details about potential problems which may occur while handling guest arrivals. Give solutions.
4. Explain about the Diary System of Reservation.
5. Draw a neat format of a Foreign Currency encashment certificate.
6. Explain procedure of issuing safety deposit lockers at the hotel.

SECTION-C

7. Write down the general process of reservations emphasising upon all necessary information required at the time of reservations.
8. Draw a neat format of GRC.
9. What is the standard operating procedure which should be followed when handling request for group reservations.

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