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

Total No. of Questions : 09

B.Voc. (Tourism and Hospitality Management) (Sem.–3)
FRONT OFFICE OPERATIONS
Subject Code : BVTHM 301-19
M.Code : 78440
Date of Examination : 23-12-22

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 briefly :**

   a) Charge privileges

   b) Stay Over

   c) Guest Allowances

   d) Print of Sale

   e) Central Reservation System

   f) Lobby

   g) No Show guests

   h) House limit

   i) Card Key

   j) Features of EPABX.

SECTION-B

2. Brief about the cash and credit control procedure adopted in the hotel.

3. Write a note about the CRS.

4. Draw a neat layout of the Lobby.

5. What is the significance of computers applications in Front Office?

6. What is the role of Key Control System in guest safety and security in hotels?

SECTION-C

7. What are the duties and responsibilities of the night auditor? Discuss the process of night auditor too.

8. Classify and discuss various types of guest complaints. Explain the process and thumb rule in handling these guest complaints.

9. Write down the significance and functions Property Management System in handling guests visiting the hotel.

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.