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Total No. of Pages: 02

Total No. of Questions: 09

Master of Hotel Management & Catering Technology (Sem. – 2)

FRONT OFFICE OPERATIONS FOUNDATION-II

Subject Code: MHM-203-18

M Code: 76021

Date of Examination : 21-01-2023

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. Define the term:

- a) FITs.
- b) Hospitality desk
- c) Overbooking
- d) Transit hotel
- e) Resort
- f) Left Luggage
- g) Wakeup call
- h) Inn
- i) Boatel
- j) Amenities

SECTION-B

2. Explain Safe deposit and lost & found in detail.
3. What are the various selling techniques?
4. Explain PMS, GDS & CRS in detail.
5. Explain importance of night audit process & its types.
6. What is reservation management software?

SECTION-C

7. Explain various operating modes with examples of each.
8. Explain Various functions of Guest safety & security department.
9. Explain guest accounting software.

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.