

Subject Code:-BHMT 303

Roll No. _____

ODD SEMESTER EXAMINATION, 2022-23

BHMCT-III Sem. Year. 2

Subject Name- FRONT OFFICE OPERATION - I

Time- 3 hrs.

Max. Marks- 100

Note- Attempt all question. All Questions carry equal marks. In case of any ambiguity or missing data, the same may be assumed and state the assumption made in the answer.

Ques. 1 Answer any four Questions of the following. 4x5=20

- a) What are the bases of charging Room Tariff?
- b) Explain the term CVGR?
- c) Enlist various Room Tariffs used in hotel?
- d) Draw the format for Errand Card?
- e) Explain the Check - In procedure of Group?
- f) What are the Equipments used at Bell Desk?

Ques. 2 Answer any four Questions of the following. 4x5=20

- a) Explain different types of Room tariff?
- b) What role did Digitalization played in the hotel Reservation system?
- c) Explain the procedure of handling Group Reservation?
- d) Explain the Check - In Procedure of VIP Guest?
- e) Explain Paging Process?
- f) What are the advantage and disadvantages of Meta Search Engine?

Ques. 3 Answer any Two Questions of the following. 2x10=20

- a) What are the Difference between Hotel Meta search Engines and OTAs?
- b) What are the functions of Concierge?
- c) Explain the procedure of Change of Room?
- d) Explain the Method of payment used in hotel?.

Ques. 4 Answer any Two Questions of the following. 2x10=20

- a) Explain and Draw the format of C Form?
- b) Explain the Functions of Bell Boy?
- c) Explain Inclusive and Non Inclusive Plan?

Ques. 5 Answer any Two Questions of the following. 2x10=20

- a) Explain in detail about Guest Cycle?
- b) Explain Rule of Thumb and it's drawbacks?
- c) What are the factor affecting Room Charges?