

(Following Paper ID and Roll No. to be filled in your Answer Books)

Paper ID : 174221

Roll No.

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B.H.M.C.T.

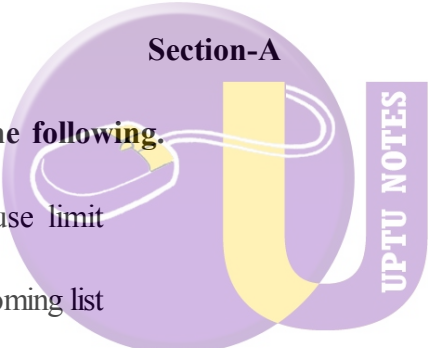
Theory Examination (Semester-II) 2015-16

FRONT OFFICE OPERATIONS-II

Time : 3 Hours

Max. Marks : 100

Section-A



Q1. Define the following. **(10×2=20)**

- (a) House limit
- (b) Rooming list
- (c) High balance report
- (d) Form-F
- (e) Up selling
- (f) TAV

- (g) Bounced reservation
- (h) Meal plans
- (i) Tariff card
- (j) Ad-hoc group

Section-B

Q2. Attempt any Five of the following. (5×10=50)

- (a) “A Night auditor protects the financial interest of the Hotel”.
- (b) Describe components of registration process for individual guest.
- (c) What are the Fam and Incentive group?
- (d) Explain legal implications of registration for the guest at the hotel.
- (e) Draw format of GRC and Lobby control sheet.
- (f) Describe Rooming list with help of its format.
- (g) Enumerate steps followed in allotment of rooms and keys handover.

h) Explain registration process in detail.

Section-C

Attempt any Two of the following.

(15×2=30)

- Q3.** Discuss various reports and statistics prepared in night audit.
- Q4.** Explain the procedure involved in Ending work shift.
- Q5.** Brief up about check-in process for VVIP's.

