

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

Paper ID : 174816

Roll No.

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B.H.M.C.T.

Theory Examination (Semester-VIII) 2015-16

FRONT OFFICE OPERATIONS

Time : 3 Hours

Max. Marks : 100

Note : Attempt all parts :

1. Define the following :

(10×2 = 20)

- (a) E.P.B.A.X.
- (b) Overbooking
- (c) Telex
- (d) Guest History card
- (e) Timid Guest
- (f) Cabana
- (g) Passport

(1)

P.T.O.

- (h) Face to face interview
- (i) Fax
- (j) Follow up

Section-B

2. Attempt any five questions out of the following :

(5×10 = 50)

- (a) Explain the procedure of allotment and surrendering of safe deposit locker?
- (b) Briefly discuss the importance of internet in the hospitality industry.
- (c) Write short note on pagers
- (d) What is the procedure followed by front office in case of handling a :
 - (i) Fussy Guest (ii) Socializing Guest
- (e) What do you understand by the term guest satisfaction and delight explain in your own words with example
- (f) Define Questionnaire? What is the role of questionnaire in hotel industry?

(2)

- (g) What is the procedure followed by the front office cashier while receiving traveler's cheque from the guest. Draw the format of traveler's cheque.
- (h) Draw the format of (i) Guest History Card (ii) Feed Back Form

Section-C

Attempt any two questions out of the following :

(15×2 = 30)

3. What do you understand by the term VISA, explain different types of VISA. Draw the format of passport.
4. What is credit card and what precaution should front office take while accepting credit cards from the guest?
5. Mention the different types of guest complains and explain the procedure of handling guest complains and comment why guest complains are important for hospitality industry?