

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018
COURSE)

B.H.M.C.T. Sem-II : WINTER : 2024

SUBJECT: MANAGING FRONT OFFICE OPERATIONS (THEORY)

Day : Wednesday

Time : 10:00 AM-12:30 PM

Date : 11/12/2024

W-19932-2024

Max. Marks : 60

N.B.:

- 1) All questions are COMPULSORY.
- 2) Both the sections to be written in same answer sheet.

SECTION - I

Q.1) Answer the following: (Any 6) (6 Marks)

- | | |
|-------------------|---------------------|
| 1) Departure list | 5) Walk-In |
| 2) VIP list | 6) C Form |
| 3) Passport | 7) Double Occupancy |
| 4) Crew | 8) Cut off time |

Q.2) Answer the following: (Any 3) (12 Marks)

- a) Draw a format of expected arrival list.
- b) Explain check in of a domestic group.
- c) Explain check in procedure for a walk in guest
- d) With help of a flowchart explain procedure for issue and surrender of a safe deposit box.

Q.3) Answer the following: (Any 3) (12 Marks)

- a) Explain pre arrival procedure for a VIP.
- b) Draw a format of GRC card
- c) Classify guest complaints with one example each.
- d) As a FOM how will you handle below situation
Death of a guest in the hotel.

SECTION - II

Q.4) Answer the following: (Any 6) (6 Marks)

- | | |
|---------------------|--------------------|
| 1) FAM trip | 5) Allowance |
| 2) Hospitality Desk | 6) Voucher |
| 3) Floor limit | 7) Early Departure |
| 4) FEMA | 8) Stay over |

Q.5) Answer the following: (Any 3) (12 Marks)

- a) Explain the role of GRE in front office department
- b) Write a note on modes of credit settlement.
- c) Draw and fill format of foreign currency encashment certificate.
- d) Draw and fill express check out form.

Q.6) Answer the following: (Any 3) (12 Marks)

- a) Write a short on Guest History System.
- b) Explain check out procedure with mode of payment as BTC.
- c) List and explain various records maintained at front during guest departure
- d) With help of a flowchart explain guest check out procedure.

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