

**BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)**  
**B.Sc. (H. & H.A.) Sem-II : SUMMER : 2025**  
**SUBJECT: MANAGING FRONT OFFICE OPERATIONS**

Day : Monday  
Date : 26/05/2025

**S-19863-2025**

Time : 10:00 AM-12:30 PM  
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) Walking a Guest  | 5) | VIP     |
| 2) VISA             | 6) | FIT     |
| 3) Double Occupancy | 7) | GRC     |
| 4) Sleep out        | 8) | Walk-In |

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

- a) Draw a format of amenities voucher
- b) Explain importance of registration
- c) As a FOA how will you handle fire in the guest room?
- d) As a FOM how will you handle below situation  
Death of a guest in the hotel?

Q.3) 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) What is room change, explain in detail.

**SECTION - II**

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

- |                      |    |      |
|----------------------|----|------|
| 1) BTC               | 5) | GRE  |
| 2) Petty cash        | 6) | SOP  |
| 3) Late charge       | 7) | FEMA |
| 4) Express check out | 8) | VPO  |

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

- a) Explain the Role of GRE in front office department
- b) Explain check out procedure with mode of payment as foreign currency.
- c) Elaborate on various modes of payments.
- d) List various duties performed at front desk during check out.

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

- a) Write a short on Guest History System
- b) List and explain types of vouchers used at front desk.
- c) Explain departure procedure in fully automated system.
- d) List and explain records which are updated after guest departure.

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