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Total No. of Questions : 09

B.Sc.(HMCT) (2014 to 2017 Batch) (Sem.-2)

FRONT OFFICE – I

Subject Code : BSHM-203

M.Code : 12079

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

SECTION-A

1. Answer briefly :

- a) Differentiate between Rack Rate and Corporate rate.
- b) What is MAP and AP (Meal Plans)?
- c) What is Whitney system of reservation and diary system of reservation?
- d) What does overbooking mean to a reservation assistant?
- e) Why is **Form C** prepared in Front office of the hotel?
- f) What are the various modes of reservation enquiry?
- g) What is the use of Bell Captains /Lobby control Sheet?
- h) What is an attitudinal complaint and how is it different to Mechanical complaint?
- i) How is location form used?
- j) Differentiate between Travel Agent Rate and Rack Rate?

SECTION-B

2. Explain hubbart formula for determining room rent and Average daily rate.
3. Differentiate between guaranteed and non guaranteed reservations.
4. Explain the use of Discounts as Room Selling Technique.
5. What do you understand by paging? Explain paging process.
6. Guest mail and message handling is very important in Front office? Elucidate.

SECTION-C

7. What do you understand by guest cycle? Explain in detail.
8. Explain the check in procedure of foreign guests? Draw the format of Bell Boys Arrival Errand Card.
9. List and explain various room rates available in a hotel.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.