

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-2)**  
**FRONT OFFICE-II**  
Subject Code : BH-116  
M.Code : 14523

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

**SECTION-A****1. Write a short note on :**

- a. Amendment
- b. Pre arrival
- c. Travel agent voucher
- d. BTC
- e. PMS
- f. Upselling
- g. Electronic key card
- h. City ledger
- i. Guest weekly bill
- j. Write "February" in French

### SECTION-B

2. Discuss in detail the pre arrival activities of the guest cycle.
3. What is the difference between travel agent voucher and traveller's cheque?
4. Discuss the channel and sources of reservations.
5. Write some of the functions performed by the bell desk during arrival of the guest.
6. Write a note on front office coordination with other departments.

### SECTION-C

7. What is a group rate? What are the factors to be considered while booking group reservation?
8. Discuss in detail the types of reservations.
9. What is CVGR? Discuss factors on which the rate is negotiated.

**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.**