

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (2018 Batch) (Sem.-2)
FRONT OFFICE FOUNDATION-II
Subject Code : BHMCT-205-18
M.Code : 75884

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

Q1. Write briefly :

- a) FIT & CIP
- b) Whitney Slips
- c) CRS
- d) Corporate rate
- e) Cutoff Date
- f) Night Auditor
- g) On change status
- h) Room selling technique
- i) Tools of Reservation
- j) C- Form

SECTION-B

- Q2. Describe four phases of the guest cycle.
- Q3. Explain different meal plans offered by the hotels.
- Q4. What is Guest Registration Card? Draw a neat format for the same.
- Q5. Explain the procedure of currency exchange in hotels.
- Q6. *“Guest relations are important for the hotel and Front Office plays a vital role”*. Elucidate.

SECTION-C

- Q7. What do you understand by the Rack rate? Enlist and explain **any eight** types of special rate offered in hotel.
- Q8. What is guest registration? Describe various methods of registration used in hotel with necessary format.
- Q9. What are the various functions performed by the Front Desk? Explain.

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.