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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) Amendments
- b) Paging
- c) Key handling
- d) Pre arrival
- e) Room change notification slip
- f) Air crew rates
- g) Check out time basis
- h) Chain hotels
- i) Guest weekly bill
- j) Special rates

SECTION-B

2. Describe the mail handling procedure.
3. Write a short note on Pre-registration activities.
4. Differentiate between Tentative reservation and confirmed reservation.
5. Describe the Complaint Handling procedure.
6. List the steps in handling FIT at reception.

SECTION-C

7. With the help of a neat diagram, describe the features of a Guest History Card.
8. Describe Room Selling technique in a hotel.
9. Draw any three relevant records for FITs in Front desk.

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.