

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

1. **Write briefly :**
 - a. Special interest tours
 - b. GITs
 - c. Continental Plan
 - d. ALC
 - e. Upgrade
 - f. Scanty Baggage
 - g. C-Form
 - h. CVGR
 - i. Late Checkout
 - j. Day Rate

SECTION-B

2. Discuss the various meal plans followed in the hotel.
3. What are the modes and systems of Reservations?
4. What is Overbooking? Is it important?
5. Discuss the procedure for room assignment.
6. Discuss the procedure to deal with corporate guests?

SECTION-C

7. Discuss in detail “Rule of Thumb” for fixing room rate of the hotel.
8. What is “Guest cycle”? Discuss the various activities to be performed at each stage.
9. Discuss the importance of Inter departmental coordination in 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.