

Roll No. Total No. of Pages : 0

Total No. of Questions: 09

BHMCT (Sem.-2) FRONT OFFICE-II Subject Code: BH-116 Paper ID: [C0317]

Time: 3 Hrs. Max. Marks: 30

INSTRUCTION TO CANDIDATES:

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- 2. SECTION-B contains FIVE questions carrying $2^{1}/_{2}$ (Two and Half) marks each and students has to attempt any FOUR questions.
- 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. Reservation
- b. Confirmed Reservation
- on sikalikalikali. c. Guaranteed Reservation
- d. Overbooking
- e. Upselling
- f. Registration
- g. Bell Boy
- h. Guest History
- i. VTL
- j. FIT

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SECTION-B

- 2. What is the importance of reservation?
- 3. What are the different modes of reservation?
- 4. Write a short note on different types of reservations.
- 5. Give the French for all the days of the week.
- 6. Write a short note on Guest accounting techniques.

SECTION-C

- 7. Explain in detail the coordination of Front office with other departments of the hotel.
- 8. Explain different types of guest complaints and techniques of handling them.
- 9. Room selling techniques form the backbone of the front office department and the hotel. Elucidate.

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