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B.Sc.(HMCT) (2013 to 2017 Batch) (Sem.-2)

> FRONT OFFICE - I Subject Code: BSHM-203 Paper ID : [C1110]

Max. Marks: 60 Time: 3 Hrs.

INSTRUCTIONS TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- SECTION-B contains FIVE questions carrying FIVE marks each and students 2. have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Answer briefly:

- a) What do you understand by Pre Arrival?b) What are the modes of reservation?c) Explain Discounts.d) Who is a GIT?

- e) What is mail handling
- f) Who is a GRE?
- g) Explain Cancellation.
- h) What is Pre-registration?
- i) What is amendment?
- j) What is Hubbart's formula?



SECTION-B

- Q2. What is rack rate explain any four types of rates?
- Q3. What are pre arrival activities? Also discuss the departure activities also.
- Q4. Differentiate between cancellation and amendments.
- Q5. Explain the process of upselling and discounts.
- Q6. What is the process of handling guest requests? Name some of the common such requests.

SECTION-C

- Q7. Discuss in detail about the different plans and tariffs used in the hotel.
- Q8. Describe the process of message handling and key handling. Why is it important?
- Q9. Name and explain different types of reservation. Explain cancellation and amendment process.

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