

Roll No.....
Total No. of Questions: [09]

Total No. of Printed Pages: [01]

BMS (HMCT) (Semester – 2nd)
FRONT OFFICE -I
Subject Code: BHOM3-215
Paper ID: [310210]

Time: 03 Hours

Maximum Marks: 60

Instruction for candidates:

1. Section A is compulsory. It consists of 10 parts of two marks each.
2. Section B consist of 5 questions of 5 marks each. The student has to attempt any 4 questions out of it.
3. Section C consist of 3 questions of 10 marks each. The student has to attempt any 2 questions.

Section – A

(2 marks each)

- Q1. Write the followings:
- a. Define Floor limit.
 - b. Define guest history.
 - c. Define Inventory Control.
 - d. Write “May” in French?
 - e. Define Skipper.
 - f. Define ledger.
 - g. Define FIT.
 - h. Define Cut off date.
 - i. Define Key Card.
 - j. Write “Summer” in French?

Section – B

(5 marks each)

- Q2. Explain the process of cancellation of reservation and draw necessary form.
- Q3. Draw a neat diagram of guest cycle and explain.
- Q4. Write short note on Hospitality desk.
- Q5. Explain the co-ordination between Front Office and Housekeeping department.
- Q6. Differentiate between Reservation and registration.

Section – C

(10 marks each)

- Q7. What is Tariff? Explain the various basis of charging the guest in hotel with suitable example.
- Q8. List the importance of reservation process in front office operations. Briefly describe the various sources of reservation.
- Q9. Describe Room Selling technique in a hotel.