PAPER ID-411555

Roll No: | | | | | | | | | | | | |

BHMCT
(SEM II) THEORY EXAMINATION 2023-24
FRONT OFFICE -II

TIME: 3 HRS   **M.MARKS: 70**

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. **Attempt *all* questions in brief.**   2 x 7 = 14

a.	What is FIT?
b.	What is self Check-in.
c.	Define Check-out.
d.	What is Bell Desk?
e.	Who is no show
f.	What is Errand card?
g.	Who is an overstay guest?

SECTION B

2. **Attempt any *three* of the following:**   7 x 3 = 21

a.	What are the methods of guest registration? Write the merits and demerits of each method.
b.	What is a GRC? Write about any ten main contents of a GRC
c.	What is a group? How is a group received and welcomed in a hotel?
d.	Explain in detail about starting of a work shift & performing regular task during the shift.
e.	How will you settle the bill through credit card? Explain.

SECTION C

3. **Attempt any *one* part of the following:**   7 x 1 = 7

a.	Differentiate between Credit Card and Debit Card in detail.
b.	What do you mean by Paid out Voucher? Explain in detail.

4. **Attempt any *one* part of the following:**   7 x 1 = 7

a.	How do you manage Group Check In? How it is different from Express Check In?
b.	Who is a Doorman? List the duties of a Doorman

5. **Attempt any *one* part of the following:**   7 x 1 = 7

a.	What are the possible reasons for changing guest rooms? Explain the room change procedure?
b.	What is 'C' Form? Draw Format of Registration card & 'C' Form?

6. **Attempt any *one* part of the following:**   7 x 1 = 7

a.	Explain the points taken into consideration for work shift handover.
b.	What are the various modes of payment in a Hotel in India? Explain.

7. **Attempt any *one* part of the following:**   7 x 1 = 7

a.	Discuss different types of Registration and their procedure.
b.	Welcoming a guest with a smile sets the tone for right hospitality. Justify.