PAPER ID-310120

Roll No:

BHMCT

(SEM III) THEORY EXAMINATION 2023-24

FRONT OFFICE-III

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 do you mean by wake-up calls?
b.	Define check-in.
c.	What is live move?
d.	Expand the term LLR?
e.	Who is a commissionaire?
f.	Define Business centre.
g.	Define Errand card.

SECTION B

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

a.	Discuss the importance of Travel Desk in a 5 star hotels.
b.	How will you handle guest mails at the reception?
c.	Explain in detail the Paging System.
d.	Explain the facilities and functions of Business Centre.
e.	"Key control is the first step towards preventing theft". Discuss.

SECTION C

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

(a)	What are the duties and responsibilities of a bell boy?
(b)	Explain the procedure for handling the guest messages in the hotel.

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

(a)	Explain the different types of key handled at the front office of a hotel.
(b)	As a front office assistant what will you do in case of a missing key by guest?

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

(a)	Explain various functions of Bell desk of four star hotels and draw one related format.
(b)	Explain the procedure of mail delivery in a hotel.

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

(a)	Explain the procedure of changing a room.
(b)	What is the procedure for hiring a car in the hotel?

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

(a)	What is check-in procedure at the bell desk? Explain.
(b)	Explain the step by step procedure of self check-in.