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BHMCT
(SEM V) THEORY EXAMINATION 2023-24
FRONT OFFICE OPERATIONS-IV

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 Over Stay?
b.	What is Over booking?
c.	What is Debit Card?
d.	What do you mean by Personal Interview?
e.	What is the need of Feedback?
f.	What is passport?
g.	What is Suite?

SECTION B

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

a.	What is Follow up procedure in terms of Hotel's guest, explain in detail.
b.	Explain the various utility of Suggestion box.
c.	What is e-mail? Describe the uses of email during various functionalities.
d.	What is the complete procedure to deal with a problematic Guest?
e.	What is the importance of Questionnaire, to access the guest needs?

SECTION C

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

(a)	"Advancement in technology has led the hospitality organization to a new horizon, where front office personnel can work with ease." What are the different software which are used in hotels now a days? Explain.
(b)	What is Passport? Give brief idea about the various types of Passport.

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

(a)	What is the procedure of operating safety locker at front desk? Explain in detail.
(b)	What essential documents are required to travel abroad tourist destinations? Explain them in briefly.

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

(a)	What do you understand by Credit Card? Explain the procedure of handling credit card by the front office cashier in a resort.
(b)	What is VISA? Explain different types of VISA.

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

(a)	What do you mean by debit and credit on to the guest folio. Draw the required diagram.
(b)	"In Hospitality Industry Guest satisfaction is must", what are the various steps which are carried out by hotels to have such kind of Guest satisfaction?

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

(a)	Make the hierarchy chart of Front Office department of a Hotel. Explain the duties of Front Office Cashier.
(b)	Explain in detail the checkout procedure in five star hotels.