CS/BHSM/SEM-5/HPM-503/2009-10
2009
FRONT OFFICE OPERATION

Time Allotted : 3 Hours   Full Marks : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP – A
(Objective Type Questions)

1.   Answer the following :   10 ∞ 1 = 10

   i)   Paging is done for .... guest.

       a)   walk-in   b)   in house/resident

       c)   walk-out   d)   none of these.

   ii)   Retrieval of guest luggage at the airport is done by .... dept.

       a)   bell desk   b)   travel desk

       c)   telephone   d)   none of these.

   iii)   Full form of MOT is ....

   iv)   Full form of GDS is ....

55436   [Turn over

v) Other name of car parking valet is

a) car jockey
b) barker

c) bell desk
d) none of these.

vi) Pick up the telephone before .... rings.

a) 3
b) 2

c) 8
d) 7

vii) VIPs are escorted to the guest room by

a) receptionist
b) bell boys

c) GRE
d) GM.

viii) Reve par =

a) revenue per available
b) revenue realized

c) revenue lost
d) none of these.

ix) Pre-registration of guest is done only for
.... guest.

a) VIP
b) walk-in

c) layover passenger
d) scanty baggage.

x) Full form of ADR is ....
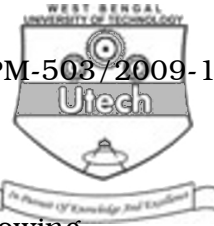
GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* of the following.

$3 \propto 5 = 15$

2. Paging.

3. Car parking services.

4. Layout of bell desk.

5. Telephone procedure.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \propto 15 = 45$

6. Describe the procedure involved in room change and the reasons for doing so.

7. Write job description of Bell-captain.

8. Draw a layout of front office area. Give staff hierarchy of a 5 star hotel.

9. Draw the flowchart of check-in process and explain the various forms used.

10. Define yield management. How would you apply yield management in front office of a 5 star hotel ?