

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

B.Sc. (H. & H.A.) Sem-II :SUMMER : 2023

SUBJECT : MANAGING FRONT OFFICE OPERATIONS

Day : Wednesday

Time : 10:00 AM-12:30 PM

Date : 24-05-2023

S-19863-2023

Max. Marks : 60

N.B.:

- 1) All questions are COMPULSORY.
- 2) Both the sections to be written in same answer sheet.

SECTION - I

Q.1) Answer the following: (Any 6) (6 Marks)

- | | |
|------------------|---------------------|
| 1) Room position | 5) VISA |
| 2) FFIT | 6) Check in |
| 3) C Form | 7) Room Change Slip |
| 4) Registration | 8) Transient guest |

Q.2) Answer the following: (Any 3) (12 Marks)

- a) List and explain various pre arrival activities to be carried out for arrival of FFIT
- b) Explain check in of a domestic group
- c) Explain check in procedure for a walk in guest
- d) Draw a format of safe deposit locker register and explain procedure for issue of locker.

Q.3) Answer the following: (Any 3) (12 Marks)

- a) Draw a format of amenities voucher
- b) Explain various types of registration.
- c) As a FOA, how will you handle a situation of a guest who fainted in the gym?
- d) As a FOM, how will you handle below situation
Theft in the guest room?

SECTION - II

Q.4) Answer the following: (Any 6) (6 Marks)

- | | |
|-------------------------|--------------------------------|
| 1) GRE | 5) Voucher |
| 2) SOP | 6) Floor limit |
| 3) Travel agent voucher | 7) Departure notification slip |
| 4) BTC | 8) Express check out |

Q.5) Answer the following: (Any 3) (12 Marks)

- a) Discuss the co-ordination of GRE with Front Desk and Health Club.
- b) Explain check out procedure with mode of payment as debit card.
- c) Draw and fill format of foreign currency encashment certificate
- d) List various duties performed at reception and cashier during check out.

Q.6) Answer the following: (Any 3) (12 Marks)

- a) Discuss the role GRE for arrival of VIP guest.
- b) Draw a format of Allowance voucher and miscellaneous charge voucher.
- c) List and explain records which are updated after guest departure.
- d) Explain departure procedure in fully automated system