

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(MID SEMESTER EXAMINATION SP/2023)

CLASS: BHMCT
BRANCH: BHMCT

SEMESTER : IV
SESSION : SP/2023

SUBJECT: HM214 FRONT OFFICE OPERATION - II

TIME: 02 Hours

FULL MARKS: 25

INSTRUCTIONS:

1. The question paper contains 5 questions each of 5 marks and total 25 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Tables/Data handbook/Graph paper etc., if applicable, will be supplied to the candidates
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		CO	BL
Q.1(a)	A concierge provides personalized guest service. Comment?	[2] CO1	1
Q.1(b)	Explain the duties and responsibilities of a Lobby manager?	[3] CO1	1
Q.2(a)	What is a Bell desk Logbook?	[2] CO1	8
Q.2(b)	Bell boys are the image builders of the hotel and also the protector of hotel properties. Discuss?	[3] CO1	9
Q.3(a)	Differentiate between Reservation and Registration?	[2] CO2	1
Q.3(b)	What are the various reservation reports that the reservation department compiles for the use of all departments. Explain each?	[3] CO2	1
Q.4(a)	What is a Tentative reservation?	[2] CO2	8
Q.4(b)	Explain Form C?	[3] CO3	1
Q.5(a)	What do you understand by Pre-Registration activity?	[2] CO3	8
Q.5(b)	What information does a reservation agent need to create a reservation record?	[3] CO2	8

::::::24/02/2023::::::M