

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI  
(END SEMESTER EXAMINATION)

CLASS: BHMCT  
BRANCH: BHMCT

SEMESTER : IV  
SESSION : SP/2023

SUBJECT: HM214 FRONT OFFICE OPERATION-II

TIME: 3 Hours

FULL MARKS: 50

**INSTRUCTIONS:**

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
  2. Attempt all questions.
  3. The missing data, if any, may be assumed suitably.
  4. Before attempting the question paper, be sure that you have got the correct question paper.
  5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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Q.1(a)	Describe the role of Hospitality desk in the Front office department?	[5]	CO1	BL5
Q.1(b)	List out the points to be considered while Valet parking the Guest's car?	[5]	CO1	BL5
Q.2(a)	Explain Waitlisted reservation?	[5]	CO2	BL1
Q.2(b)	List out the points to be considered while accepting a reservation request?	[5]	CO2	BL5
Q.3(a)	Describe ABC of a hotel sale?	[5]	CO3	BL5
Q.3(b)	List out the basic reasons why a customer may choose a particular hotel?	[5]	CO3	BL5
Q.4(a)	What is Overbooking. Explain its advantage and disadvantage?	[5]	CO4	BL1
Q.4(b)	Explain Form C?	[5]	CO4	BL8
Q.5(a)	List out the basic skills especially required by front office staffs to achieve excellence in Hospitality?	[5]	CO5	BL5
Q.5(b)	Explain the procedure to be followed in case of an accident in the Hotel?	[5]	CO5	BL8

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