

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

**CLASS: HMCT  
BRANCH: HMCT**

**SEMESTER : IV  
SESSION : SP/2025**

**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)	Explain how the front desk coordinates with other departments during group check-ins. Illustrate with the help of an example.	[5] I	3
Q.1(b)	Analyze the importance of a well-structured duty rota and work schedule at the front desk in ensuring smooth guest service during peak hours.	[5] I	5
Q.2(a)	Explain with an example how a reservation assistant would respond to a guest's inquiry for room availability and confirm the booking using a reservation form.	[5] II	3
Q.2(b)	Analyze the impact of inaccurate reservation records on guest satisfaction and hotel operations. Suggest how these issues can be minimized.	[5] II	4
Q.3(a)	Discuss the role of the reception desk as a sales department in a hotel. How does it contribute to increasing revenue?	[5] III	2
Q.3(b)	Evaluate the relationship between selling methods and the hotel product. How can different selling techniques be applied to promote various hotel services and products effectively?	[5] III	4
Q.4(a)	Describe the pre-registration activities and their importance in ensuring a smooth check-in process. How can these activities be customized for groups versus individual travelers?	[5] IV	3
Q.4(b)	Design a creative approach for handling overbooking cases at a hotel. What steps would you take to ensure guest satisfaction and minimize inconvenience, while maintaining operational efficiency?	[5] IV	5
Q.5(a)	Analyze the role of the front office communication system in managing guest information and communication effectively. How does the use of a logbook and information directory contribute to better guest service?	[5] V	4
Q.5(b)	Evaluate how the front office should handle emergency situations such as fire, or bomb threats. What protocols should be followed to ensure guest safety and minimize panic?	[5] V	4

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