



QP – 423

III Semester B.H.M. Examination, April/May 2021
(2013-14 and Onwards) (Repeaters)
HOTEL MANAGEMENT
3.5 : Front Office – II

Time : 3 Hours

Max. Marks : 100

Instructions : *All Sections are compulsory.
Number the answers correctly.
Read instructions carefully before answering.*

SECTION – A

Answer **any eight** sub-questions. Answer to **each** question **not** to exceed **3** sentences : **(8×2=16)**

1. a) What is upselling ?
- b) Explain and expand M.A.P.
- c) Expand FRRO.
- d) What is DNCO ?
- e) What is room status ?
- f) What is a message slip ?
- g) What is GDS ?
- h) What is retention charge ?
- i) What is baggage down time ?
- j) What is RNA ?

SECTION – B

Answer **any three** questions. **Each** question carries **8** marks : **(3×8=24)**

2. Explain in detail the duties performed by receptionist.
3. Why are forecasting and overbooking essential features of reservation process ? Explain.

P.T.O.



4. What are the different aids used in front office information section ?
5. Explain the role of bell desk in the first phase of the guest cycle.
6. Write a note on pre-arrival activities of reception.

SECTION – C

Answer **any four** questions. **Each** question carries **15** marks : **(4×15=60)**

7. Write a note on scanty baggage guest during check-in and check-out.
8. Discuss how guest's mail and messages are handled in hotels.
9. Explain about the various reservation problems that a hotel can face and how it will affect the hotel ?
10. Explain in detail the procedure of handling of groups throughout the guest cycle.
11. Explain how registration is done in hotels in today's scenario.
12. Explain how guest messages are received and delivered in hotels.