

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**B.Sc.(HMCT) (Sem.-2)**

**FRONT OFFICE – I**

**Subject Code : BSHM-203**

**M.Code : 12079**

**Date of Examination : 06-07-22**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTIONS TO CANDIDATES :**

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

**SECTION-A**

**1. Answer briefly :**

- a) Differentiate between Advance purchase rate and Package rate.
- b) What do you understand by volume guarantee rate?
- c) How does GDS help in reservation?
- d) When can a guest be called “No Show”?
- e) Which activities are carried out as pre-registration activities?
- f) Why is Form F prepared by the innkeeper?
- g) Why is Rooming list prepared in Front Office?
- h) What are the various sources of Reservation?
- i) What do you understand by arrival errand card?
- j) What is Tentative Reservation?

## SECTION-B

2. What do you understand by a meal plan? Briefly explain different plans offered by the hotel.
3. Explain the use of Up Selling as Room Selling Technique.
4. Draw the format of Guest Registration Card and explain its use.
5. Explain the various meal plans that can be offered to the guest.
6. What do you understand by paging? Explain paging process.

## SECTION-C

7. Explain the check-in procedure of groups/crews.
8. What are the possible causes of Complaints by guests? How should a front office assistant handle the complaints?
9. List and explain various room rates available in a hotel.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**