

Roll No.
Total No. of Questions : 18

Total No. of Pages : 02

BHMC (Sem.-2)
FRONT OFFICE-II
Subject Code : BH-116
M.Code : 14523

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

Write a short note on :

1. GIT
2. FIT
3. Guest History
4. VTL
5. Cancellation
6. Overbooking
7. Upselling
8. Bell boy
9. Confirmed reservation
10. Hospitality desk

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SECTION-B

11. Translate months into French.
12. Write a short note on Key handling techniques.
13. How do you prepare for guest arrival at front office?
14. Write a note on Upselling techniques followed.
15. How important is the guest history to the front office department?

SECTION-C

16. Explain the coordination of front office department with other departments in a hotel.
17. Explain all the steps involved in Reservation relation and arrival of the guest in detail.
18. Explain in detail the concept of Cancellation, Amendment and overbooking.

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.

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Total No. of Questions : 09

Total No. of Pages : 02

**BHMC (2018 Batch) (Sem.-2)
FRONT OFFICE FOUNDATION-II
Subject Code : BHMC-205-18
M.Code : 75884**

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

Q1. Write briefly :

- a) FIT & CIP
- b) Whiney Slips
- c) CRS
- d) Corporate rate
- e) Cutoff Date
- f) Night Auditor
- g) On change status
- h) Room selling technique
- i) Tools of Reservation
- j) C-Form

SECTION-B

- Q2. Describe four phases of the guest cycle.
- Q3. Explain different meal plans offered by the hotels.
- Q4. What is Guest Registration Card? Draw a neat format for the same.
- Q5. Explain the procedure of currency exchange in hotels.
- Q6. "Guest relations are important for the hotel and Front Office plays a vital role". Elucidate.

SECTION-C

- Q7. What do you understand by the Rack rate? Enlist and explain any eight types of special rate offered in hotel.
- Q8. What is guest registration? Describe various methods of registration used in hotel with necessary format.
- Q9. What are the various functions performed by the Front Desk? Explain.



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Total No. of Pages : 02

BHMC (Sem.-2)
FRONT OFFICE FOUNDATION-II
Subject Code : BHMC-205-18
M.Code : 75854
Date of Examination : 12-07-22
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. Write briefly :

- a. Paging
- b. Bermuda Plan
- c. MICE tourists
- d. Points to consider handling scenery baggage guest.
- e. Layover Passengers
- f. Different methods of establishments of the end of the day.
- g. Dental person
- h. Rack Rate
- i. Different phases of the guest cycle.
- j. C-Form

SECTION-B

2. Draw a neat format of C-Form.
3. Write a note upon various pre registration activities.
4. Discuss various factors affecting a room tariff.
5. Write a short note upon basis of charging room rates.
6. Explain various sources of the reservations in the hotel.

SECTION-C

7. Discuss in how many ways can a guest write their account in a hotel.
8. Draw a neat format of an Arrival Forward Card and Departure Forward Card used by the hotel desk staff.
9. Write down step by step procedures of handling registration of foreigner guest.



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Total No. of Pages : 02

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BHMT (AICTE) (Sem.-2)

FRONT OFFICE-II

Subject Code : BH-116

M.Code : 14523

Date of Examination : 19-07-22

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. Write a short note on :

- a) Late charges
- b) No-show
- c) Up-selling
- d) Stay-over
- e) Paging
- f) Types of Reservation.
- g) Master folio
- h) Functions of Bell Desk
- i) VTL
- j) Front Office

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SECTION-B

2. Write days of week in English and French.
3. What are the various sources of Reservation?
4. Write in brief mail and message handling procedure.
5. Discuss in detail the role and responsibilities of Concierge.
6. What is the importance of PMS in hotels?

SECTION-C

7. Write in detail about Diary system of reservation with a neat format of Hotel Diary.
8. Explain the step-by-step procedure of handling a registration of a group. Explain with reference to the Bell Desk.
9. "In order to maintain the quality service, the front office department must coordinate with other departments". Justify.



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BHMC (AICTE) (Sem.-2)
FRONT OFFICE-II
Subject Code : BH-116
M.Code : 14523
Date of Examination : 19-07-22

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying TWO & HALF marks each and students have to attempt any FOUR questions.
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SECTION-A

1. Write a short note on :

- a) Late charges
- b) No-show
- c) Up-selling
- d) Stay-over
- e) Paging
- f) Types of Reservation.
- g) Master folio
- h) Functions of Bell Desk
- i) VTL
- j) Front Office

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SECTION-B

2. Write days of week in English and French.
3. What are the various sources of Reservation?
4. Write in brief mail and message handling procedure.
5. Discuss in detail the role and responsibilities of Concierge.
6. What is the importance of PMS in hotels?

SECTION-C

7. Write in detail about Diary system of reservation with a neat format of Hotel Diary.
8. Explain the step-by-step procedure of handling a registration of a group. Explain with reference to the Bell Desk.
9. "In order to maintain the quality service, the front office department must coordinate with other departments". Justify.



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Total No. of Pages : 02

M.Code : 14523

Max. Marks : 30

Time : 2 Hrs.

INSTRUCTIONS TO CANDIDATES :

1. SECTION A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION B contains FIVE questions carrying $2\frac{1}{2}$ (Two and Half) marks each and student has to attempt any FOUR questions.
3. SECTION C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

1. Write a short note on :

- a. Paging
- b. Move up and Move down
- c. Lij selling
- d. Points to consider while handling security baggage guest
- e. Layover Passenger
- f. Different modes of reservation
- g. Down baggage tag
- h. Rack Rate
- i. Transfer into French - It is 8:00 AM
- j. Write days of the week in French.

SECTION-B

2. Draw a neat format of Shannon Slip.
3. Write a short note upon various types of pre registration activities at front desk.
4. Discuss various types of folio.
5. What are the various fundamentals of guest accounting?
6. Explain various sources of the reservations in the hotel.

SECTION-C

7. Discuss in how many ways can a guest settle their account in a hotel?
8. Write down step by step procedure of handling registration of foreigner guest

9. Write short notes upon :-

- a. Visitor Tabular Ledger
- b. Mail and Message handling in a hotel

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Total No. of Questions : 09

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BHMCCT (Sem.-2)
FRONT OFFICE-II
Subject Code : BH-116
M.Code : 14523
Date of Examination : 04-06-2025

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION - A

1. Write a short note on :

- a) Write Job-description of Concierge.
- b) Draw Arrival Errand Card.
- c) Key handling procedure
- d) Up-selling
- e) FFI
- f) En pension & demi pension.
- g) Difference between ALC and DCC.
- h) Pre-registration activities
- i) List 3 reasons for Turn Away reservations.
- j) Draw format of C - Form.

SECTION - B

2. What are the various types of Reservation? Discuss.
3. Write names of months of the year in French.
4. Discuss at least 5 types of discounted rates available in the hotel.
5. Draw a neat format of Whirney slip
6. Discuss the various duties and responsibilities of a bell boy.

SECTION - C

7. Write the step by step procedure of handling registration process of VIP arrival.
8. Elaborate about the significance of coordination between front office and other departments of hotel.
9. **Explain :**
 - a) Mail and message handling Procedure.
 - b) Sources of reservation.

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SECTION-B

M.Code : 14523

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

- ## SECTION-C

1. Write a short note on:

2. Explain the modes of receiving reservation requests.
 3. Differentiate between non-guaranteed reservation and guaranteed reservations.
 4. List the steps for preparing VIP arrival at front desk.
 5. Describe any 3 records maintained by bell desk.
 6. Write a short note on key handling procedure.
- SECTION-C**
7. Highlight the coordination of Front office with other departments of the hotel.
 8. Explain various upselling techniques in the hotel.
 9. Write an essay on Guest Complaint Handling.

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