



QP – 419

III Semester B.H.M. Examination, April/May 2021  
(CBCS) (2016 – 17 and Onwards) (F + R)  
HOTEL MANAGEMENT  
3.4 : Front Office – II

Time : 3 Hours

Max. Marks : 70

**Instruction** : Read instructions carefully.

SECTION – A

1. Answer **any 5** sub-questions. Answer to **each** sub-question **not** to exceed **two** sentences. **Each** question carries **2** marks. **(5×2=10)**
- a) Who is a No-show ?
  - b) What is Guest History Record ?
  - c) What is Paging ?
  - d) Who is a skipper ?
  - e) What is Guest-Account ?
  - f) Expand GDS.
  - g) What is Cut-off date ?

SECTION – B

Answer **any 3** questions. Answer to **each** question **not** to exceed **two** pages.  
**Each** question carries **6** marks. **(3×6=18)**

- 2. Explain Central Reservation System (CRS).
- 3. Explain the procedure of handling Foreign currency exchange.
- 4. Explain 2 registration methods.
- 5. Explain the co-ordination of Telephone Dept./Section with other departments of the hotel.
- 6. Explain the Turning away process steps.

P.T.O.



SECTION – C

Answer **any 3** questions. Answer to **each** question **not** to exceed **three** pages.  
**Each** question carries **14** marks. **(3×14=42)**

7. Explain the coordination of Front Office with other departments.
  8. Explain :
    - a) Voucher
    - b) Ledger
    - c) Folio
    - d) Credit limit.
  9. Explain the role of Front office cash section in various stages of Guest cycle.
  10. Explain the process for handling :
    - a) Incoming Mail
    - b) Outgoing Mails.
  11. Write a note on the Reasons, Procedure and Effects of room change.
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