

T74/V74/BHM405/BTH207/EE/20160525

Time : 3 Hours

Marks : 80

Instructions :

1. All Questions are Compulsory.
 2. Each Sub-question carry 5 marks.
 3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
 4. Question paper of 80 Marks, it will be converted in to your programme structure marks.
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1. Solve any **four** sub-questions.
 - a) Explain the procedure of mail handling of front office department. 5
 - b) Discuss the equipments used in front office operations. 5
 - c) What are the benefit of efficient complaint handling system? 5
 - d) What is the role of night auditor in hotel? 5
 - e) Write a note on forecasting room availability in hotel. 5
2. Solve any **four** sub-questions.
 - a) What are the various services of telephone department of hotel? 5
 - b) Explain the management functions of hotels front office. 5
 - c) What are the functions and purpose of night audit? 5
 - d) Write a note on staff Rota of the front office. 5
 - e) What is a folio well or folio bucket? 5

3. Solve any **four** sub-questions.

- a) Write a note on Front office staffing and requirement. 5
- b) What is a safe deposit box? Explain its importance for hotel. 5
- c) Explain the various records and forms with their descriptions and functions. 5
- d) How the front office staff can setting up complaints? 5
- e) What do you mean by credit monitoring work of a night audit procedure? 5

4. Solve any **four** sub-questions.

- a) Explain the method of room rates determination. 5
- b) Write a note on Front desk log book. 5
- c) Discuss the importance of effective-communication and its resources and instruments in front office. 5
- d) What is the importance of telephone directory for front office department? 5
- e) Describe the various services provided by the mail handling of hotel. 5

