**First Semester BMS Degree Examination- Question Bank**

**Career Related First Degree Programme under CBCSS**

**Group 2(b) BMS - HOTEL MANAGEMENT**

**Core course – 2017 Admissions onwards**

**BH 1141 - Front Office Operations**

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SECTION A – 1 MARK QUESTION

**Write short answer to the below questions is one or two sentence each.**

1. Bermuda Plan
2. Crib Rate
3. Lanai
4. Walk in Guest
5. OOO
6. Motels
7. Skipper
8. Stayover
9. GRC
10. Pr-registration
11. What is American plan?
12. What is Cabana?
13. What is Chain Hotel?
14. What do you mean by pre-registration?
15. Define Log book.
16. What are the different modes of reservation
17. What is Self registration?
18. Define room status.
19. What is guest history card?
20. What do you mean by OOO?
21. What is No show
22. Define early arrival.

SECTION B – 2 MARK QUESTION

**Answer the below questions is not exceeding one paragraph each.**

1. What is guaranteed and non-guaranteed reservation?
2. Explain uniformed service?
3. Explain guaranteed and non guaranteed reservation.
4. Explain the procedure for issuing room keys.
5. Explain duties of reservation agent.
6. What are the different types keys used in hotels
7. Explain different methods of payment in guaranteed reservation.
8. What is the procedure followed when a guest cannot be accommodated in a hotel?
9. What are the procedures in handling telephone?
10. What is a heritage hotel?
11. Draw the layout of a Front Office department
12. How do you handle guest mail?
13. How to handle a drunken guest?
14. Write a short note on the role of bell boys in front office operations
15. Explain the duties and responsibilities of a telephone operator
16. What do you mean by Form C?
17. Explain processing reservation request.
18. Write a Short note on Floatels.
19. Write a short note on the importance of log book in front office
20. What do you mean by business hotel?

SECTION C – 4 MARK QUESTION

**Answer the below questions is not exceeding 120 words (short essay).**

1. Explain the duties and responsibilities of Front office manager.
2. Explain registration procedure for a walk-in guest
3. What do you mean by interdepartmental communication?
4. Explain various meal plans.
5. Draw a sample registration card.
6. What are the different types of keys used in hotel?
7. Explain the importance of GRC in registration process.
8. Explain the potential reservation problems in hotels.
9. Explain the importance of proper key control system in front office.

SECTION D – 15 MARK QUESTION

**Answer the below questions is not exceeding four pages each.(Long essay)**

1. Write an essay on types of rooms.
2. Write an essay on classification of hotels
3. Explain various emergency procedures in hotels
4. What are the various rates applicable in hotels?
5. Explain in detail the registration procedure followed for hotel guest.
6. What do you mean by guest cycle and what are the different stages in guest cycle?
7. Explain different emergency procedures in hotels.