



MBH-010-1042003 Seat No. _____

**First Year Bachelor of Hotel & Tourism
Management (Sem. II) (CBCS) Examination**

March / April - 2018

2.3 : Front Office - II
(New Course)

Faculty Code : 010

Subject Code : 1042003

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) All questions carry equal marks.
(2) The maximum marks are assigned in front of each question.
(3) Question 1 and 2 are compulsory.
(4) Attempt any three questions from Question 3 to Question 6.

- 1** Fill in the blanks : **14×01=14**
- (a) When the guest has filled the registration form, the process is designated as _____
- (b) _____ is responsible for forecasting demand for each market segment and determining the guest room rates to increase revenue and occupancies.
- (c) _____ is another name of American plan.
- (d) F.I.T. stands for _____
- (e) C.R.O. stands for _____
- (f) P.C.I. stands for _____
- (g) Fixed number of rooms kept aside for a particular group for a particular period of time is called _____

- (h) Unreserved rooms in the block may be released to the hotels available room inventory at a predetermined date is called _____
- (i) Hotel has taken more rooms reservations than availability is called _____
- (j) The future timeframe for tracking reservations is called _____
- (k) Guest will be assigned whatever room is available at checking time;. reservation provided by e-commerce website is called _____
- (l) The Front Office shows the room status is occupied but housekeeping shows the room status as vacant is called _____
- (m) _____ is one made out to someone who has in turn signed the check over to the guest presenting it.
- (n) _____ is the maximum amount in payment card charges the hotel can accept without requesting special authorization on behalf of a cardholder.

2 Write in brief any **7** from the following in around **7×2=14**
100 words :

- (a) Difference between forecasting and prediction
- (b) Overflow facilities
- (c) Booked
- (d) Non-group displacement
- (e) Wash down
- (f) Definite group
- (g) Tentative group
- (h) No post status
- (i) Valet service

- 3** Draw the guest cycle and elaborate it. **14**
 - 4** Write a detailed note on CRS and GDS **14**
 - 5** Explain in detail system of reservation. **14**
 - 6** Explain in detail duties and responsibilities of a bellboy. **14**
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