



DAH-010-1204003

Seat No. _____

Second Year B. H. T. M (Sem. IV) Examination

April – 2022

(4.3) Avance Front Office - I**

(New Course)

Faculty Code : 010

Subject Code : 1204003

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) All questions carry equal marks i.e., 14 marks each.
(2) Question 1 & 2 are compulsory.
(3) Attempt any three questions from Questions 3 to 7.

- 1** Fill in the blanks : **14×1=14**
- (a) If the guest check out after the expected time of departure is called _____.
 - (b) C. R. S. stands for _____ and T&E stands for _____.
 - (c) _____ holds the information of likes & dislikes of the guest.
 - (d) A plan of a journey, including the route and the places that you will visit is called _____.
 - (e) The term _____ refers to a guest with hand baggage or less baggage at the time of check in.
 - (f) _____ is an example of Property Management system.
 - (g) _____ manage the hotel capacity and availability, increase occupancy, have unlimited access to all data regarding rooms or accommodation facilities, and highlight the distinguishing features that make your hotel stand out from others.

- (h) If the guest has done the reservations through e-commerce websites and will be assigned whatever room is available at check in time is called _____.
- (i) Full pension is the other name of _____ E. D. S. stands for _____.
- (j) _____ is a transition requiring posting to a guest account that does not reach the front office system for posting until the guest checked out or closed his or her account.
- (k) The practice of scheduled billing is normally referred to as _____.
- (l) C.A.S. stands for _____.

2 Write short notes on any **seven** from the following : **7×2=14**

- (a) Guest Mail
- (b) Blacklisted persons
- (c) Floor limit
- (d) Left Luggage
- (e) Booked
- (f) Block
- (g) Upselling
- (h) Blacklisted company
- (i) Sleeper

3 Explain the Check-in process for various guest.

4 Write in duties and Responsibilities of Doorman Elaborate Valet Service in detail.

5 Explain the back-office interfaces along with non-guest operated interfaces.

6 Write detailed notes on any **two** of the following : **2×7=14**

- (a) Foreign encashment certificate
- (b) BTC
- (c) Split Bill

7 Explain the registration process in detail.