



Seat No. _____

HY-010-1202003

First Year B. H. T. M. (Sem. II)

Examination

May - 2023

Front Office-II* : 2.3**

(New Course)

Faculty Code : 010

Subject Code : 1202003

Time : $2\frac{1}{2}$ Hours / Total Marks : 70

- Instructions :**
- (1) All questions carry 14 marks each.
 - (2) Questions 1, 2 and 3 are compulsory questions
 - (3) Attempt any two from Questions 4 to 6

1 Fill in the blanks:

14

- (a) A guest is currently registered to the room is called _____.
- (b) The room is occupied but the guest is accessed no change for its use is called _____.
- (c) The guest is not expected to checkout today and will remain at least one more night is called _____.
- (d) The guest has departed but the room has not yet been cleaned and readied it for resell is called _____.
- (e) A guest is registered to the room but the bed has not been used is called _____.
- (f) The guest who has left the hotel without deciding to settle his or her account is called _____.
- (g) The guest has settled his or her account and left the hotel but the front of his staff has failed to properly update the room status is called _____.
- (h) The room has been logged so that the guest cannot re-enter until he or she is cleared by a hotel official is called _____.
- (i) C.R.O. and PC stands for _____ and _____ respectively.
- (j) Fixed number of rooms kept aside for a particular group for a particular period is called _____.

- (k) Unreserved rooms in the block may be released to the hotels available room inventory at a predetermined date is called _____.
- (l) Hotel has taken more rooms reservations than availability is called _____.
- (m) The future timeframe for tracking reservations is called _____.

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

- | | |
|-----------------------------|-----------------------------|
| (a) Room Rack | (f) Sleeper |
| (b) Account Posting Machine | (g) Intersell Agencies |
| (c) Sleeper | (h) Lock-out |
| (d) Cancellation Policy | (i) late charges |
| (e) F.I.T. | (j) Guest accounting module |

3 Write long notes on any 2 questions from the following: **2×7=14**

- Central Reservation Systems
- Room status with its description.
- Room cancellation and amendment of hotels

4 What is reservation? Discuss the mode of reservations? **14**

5 What are the different forms and formats commonly used in hotel front office? **14**

6 What is the guest cycle in a hotel, and what are the various stages involved in it and how do they contribute to ensuring a seamless and satisfactory guest experience? **14**
