



Seat No. _____

HJ-010-1204003

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

April - 2023

4.3 : Advance Front Office-I
(New Course)

Faculty Code : 010
Subject Code : 1204003

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

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

1 Fill in the blanks :

- (a) E.L.S. stands for _____
- (b) After confirming the method of payment, the front desk bringing the guest account balance to zero is called _____.
- (c) I.D.S. stands for _____
- (d) _____ is a group that has signed a sales contract.
- (e) C.A.S. stands for _____.
- (f) One of the key benefits of using a PMS is that it helps hotels to _____
- (g) PMS systems can be either _____
- (h) Preparation of itinerary involves creating a _____ plan for a trip, outlining the various destinations, activities, and accommodations that will be included.
- (i) F.R.R.O. stands for _____

- (j) When interacting with guests, doorman and valet service employees should always maintain _____ and a welcoming demeanor.
- (k) The physical condition of the room is called _____
- (l) The front office shows the guest checked out, but the housekeeping department indicates that someone continues to occupy the guestroom is called _____.
- (m) _____ refers to the efforts of reservations and front desk agents to offer guests the opportunity to reserve rooms in categories above standard rate accommodations.
- (n) _____ is a government document which indicate the citizenship of that country.

2 Describe any seven from the following in **100** words each :

- (a) Early check in (f) PMS
- (b) Walk-in (g) Posting error
- (c) Blocked (h) Third party cheque
- (d) Wake-up call (i) Booked
- (e) No post status

3 Explain in detail on Creative Registration Options.

4 What are the main benefits of using a Property Management System (PMS) in a hotel?

5 What are basic etiquettes and grooming standards of Doorman and Valet Service? Explain the duties and responsibilities also.

6 What are the rules regarding custom? Explain the process of preparing itinerary.
