

K-306

Total Pages : 3

Roll No. -----

BHM-403T

Accommodation & Front Office Operations-II

Bachelor of Hotel Management (BHM)

4th Semester Examination 2023-24

Time: 2:00 Hours

Max. Marks: 35

Note : This paper is of Thirty Five (35) marks divided into (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

Section-A

(Long Answer Type Questions)

Note : Section 'A' contain Five (05) long-answer-type question of Nine and Half (9½) marks each. Learners are required to answer any two (02) questions only.

[2x9½=19]

P.T.O.

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- Q.1. Describe the typical procedure involved in the registration and check-in of guests at a hotel.
- Q.2. Explain various techniques employed by hotels to maximize room sales and revenue.
- Q.3. Explain the step-by-step process involved in cleaning and maintaining the lobby area of a hotel.
- Q.4. Describe the unique considerations involved in managing group departures at the front desk.
- Q.5. What key features and modifications should be incorporated in guest rooms to accommodate differently-abled guests?

Section-B

(Short Answer Type Questions)

Note : Section 'B' contain Eight (08) short-answer-type question of four (04) marks each. Learners are required to answer any four (04) questions only.

[4x4=16]

- Q.1. Discuss the challenges hotels face when dealing with "no-shows" and strategies to mitigate them.
- Q.2. Define the functions of a hotel travel desk and concierge service.

- Q.3. Identify common types of pests that can affect public areas in hotels.
- Q.4. Discuss the challenges associated with cleaning and upkeep in back areas compared to front areas.
- Q.5. Define paid-outs and their role in front office operations.
- Q.6. Outline the procedures that hotel staff should follow in the event of a fire.
- Q.7. Discuss the role of regular audits in ensuring cash and credit control.
- Q.8. Discuss the safety concerns associated with housekeeping operations in a hotel.
