



BHM IV Semester Degree Examination, September/October - 2023

HOTEL MANAGEMENT

Front Desk Operations

(NEP)

Time : 2 Hours

Maximum Marks : 60

SECTION - A

1. Answer the following sub - questions, each sub - question carries **one** mark. **10x1=10**
- (a) What is REVPAR ?
 - (b) What is Upselling ?
 - (c) Define No show.
 - (d) What do you mean by Guest cycle ?
 - (e) Expand CRS.
 - (f) Mention the contents of Continental Plan.
 - (g) What is Scanty Baggage ?
 - (h) Who is the skipper ?
 - (i) What is Rack Rate ?
 - (j) Expand ARR.

SECTION - B

Answer **any four** of the following questions. Each question carries **five** marks.

2. Explain the Registration Procedure. **4x5=20**
3. Explain the significance of telephone etiquettes in Hospitality.
4. Explain the duties of Receptionist.
5. Discuss various equipments used in front desk.
6. Draw the format of Guest history card.
7. Discuss the procedure of Scanty Baggage and Corporate Guest.



SECTION - C

Answer **any three** of the following questions. Each question carries **ten** marks.

3x10=30

8. Explain in detail the sources of reservation.
9. Explain the Check-in procedure of Group and VVIP.
10. Briefly explain the guest accounting cycle.
11. Explain the features of call accounting system.

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