

School of Hospitality

Department of Hospitality
Mid Term Examination

Exam Date: 01 Oct 2023

Time : 90 Minutes

Marks : 50

Sem VII - BHMH4012 - Advanced Front Office II

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

- 1) Identify the different types of customer with examples. K2 (2)
- 2) Illustrate the term complaint in service industry, and how to handle the complaints K1 (3)
- 3) Explain cross training. Highlight important considerations to be kept in mind when designing a cross training in a five star hotel. K2 (4)
- 4) Discuss the hotel automation leads to the efficient management of hotel resources and to greater guest satisfaction. K2 (6)
- 5) Use the right procedure to deal with a drunken guest as Front desk agent. K3 (6)
- 6) Discover the five dimension of Organizational culture. K3 (9)
- 7) Illustrate the activities to be done while handling customer complaints. K4 (8)
- 8) Classify the quality of great organization culture. K4 (12)

OR

Classify the different types of culture. K4 (12)