School of Hospitality
Hotel Management
ETE - Jun 2023

Time : 3 Hours   **Marks : 50**

Sem VI - BHMH3039 - Advanced Front Office I
Your answer should be specific to the question asked
Draw neat labeled diagrams wherever necessary

1.	What is the full form of IDS and PMS?	K2 CO3	(2)
2.	Define Apprenticeship.	K1 CO2	(2)
3.	What do you understand by Kaizen?	K2 CO2	(2)
4.	Define overbooking in the field of Front Office.	K2 CO1	(2)
5.	Define Double Lock.	K1 CO1	(2)
6.	Determine various types of guest complaints?	K3 CO1	(5)
7.	Determine the challenges or problems in Yield Management.	K3 CO2	(5)
8.	Classify accident report? Distinguish why reporting a accident is important in a hotel?	K4 CO3	(6)
9.	Explain various tools of Revenue Management?	K5 CO2	(8)
10.	List the guidelines to follow in case of a fire in a Hotel?	K4 CO1	(8)
11.	Examine the latest technologies used in Front Office Department?	K4 CO3	(8)