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**School of Hospitality**  
Bachelor of Hotel Management  
Mid Term Examination - May 2024

Duration : 90 Minutes  
Max Marks : 50

**Sem VI - I1UB602B - Advanced Front Office-I**

General Instructions

*Answer to the specific question asked*

*Draw neat, labelled diagrams wherever necessary*

*Approved data hand books are allowed subject to verification by the Invigilator*

- 1) Illustrate how would you handle a situation where a guest's reservation cannot be found in the system. K2 (2)
- 2) Explain how do you handle a guest who arrives early for check-in. K1 (3)
- 3) Explain what would you do if a guest expresses dissatisfaction with their assigned room upon check-in. K2 (4)
- 4) Explain how do you handle a situation where a guest wants to extend their stay beyond their original reservation. K2 (6)
- 5) Analyze a long waiting time at the front desk for check out may spoil the overall experience of guest. K3 (6)
- 6) Explain the important factors that influenced for customer handling. K3 (9)
- 7) What steps would you take if a guest disputes charges on their bill at check-out? K4 (8)
- 8) Explain the proper functioning of front office depends upon its effective communication with house keeping and food and beverage departments. Give an examples. K4 (12)

**OR**

How do you ensure diversity and inclusion in the hotel workforce? K4 (12)