

**School of Hospitality**

**Bachelor of Hotel Management  
Semester End Examination - Jun 2024**

**Duration : 180 Minutes  
Max Marks : 100**

**Sem II - I1UB204B - I1UB202B - Foundation Course in Front Office Operation-II***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*

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|-----|---|--------|
| 1)  | Define the term inhouse guest.  | K1(2)  |
| 2)  | Identify in detail how is Front Office department and human resource interlinked.                 | K2(4)  |
| 3)  | Outline the flow of registration process.   | K2(6)  |
| 4)  | Interpret information is typically required when making a hotel reservation for individual guest. | K3(9)  |
| 5)  | Interpret the procedure of allotment and surrendering of safe deposit box.                        | K3(9)  |
| 6)  | Explain Whitney system and advantages of Whitney system of reservation.                           | K5(10) |
| 7)  | Explain the registration process of guest with reservation.                                       | K4(12) |
| 8)  | Elaborate the term form C and Draw the Form.  | K5(15) |
| 9)  | Elaborate the measures are taken to prevent unauthorized access to keys.                          | K5(15) |
| 10) | Elaborate the different room rate designation.  | K6(18) |