

School of Hospitality**Bachelor of Hotel Management
Semester End Examination - Jul 2024****Duration : 180 Minutes
Max Marks : 100****Sem II - I1UB204B - 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 crib rate. | K1(2) |
| 2) | Identify the legal implications of registration, for the guest and for the hotel. | K2(4) |
| 3) | Explain the different methods guests can use to make hotel reservations. | K2(6) |
| 4) | Draw the format of Whitney slip. | K3(9) |
| 5) | Explain the registration process of scanty baggage guest. | K3(9) |
| 6) | Design the package rate. Discuss the different types of packages offered by hotel. | K5(10) |
| 7) | List the rooming list and draw the rooming list. | K4(12) |
| 8) | Describe the registration process of group or crew. | K5(15) |
| 9) | Discuss the protocols for registering VIP guests and providing them with personalized service? | K5(15) |
| 10) | Elaborate is the purpose of the registration card or form in the hotel registration process? | K6(18) |