

No. of Printed Pages : 4
Roll No.

DHM 1004

Hotel Management
Subject : Office Operations Module - I

Time : 3 Hrs. M.M. : 70

SECTION-A

Note:What do the following stand for ? All questions
are compulsory. (7x1=7)

- Q.1 GIT
- Q.2 BTC
- Q.3 CTC
- Q.4 MAP
- Q.5 ADR
- Q.6 VPO
- Q.7 ETA

SECTION-B

Note:Explain the following. All questions are
compulsory. (7x1=7)

- Q.8 Express Check Out

Q.9 Demi-pension

Q.10 Folio

Q.11 Paid - out

Q.12 Up-selling

Q.13 Full house

Q.14 Understay

SECTION-C

Note:Answer the following. Attempt any six. (6x6=36)

Q.15 What are the sources of reservation?

Q.16 What do you understand by the term 'Walking a guest'?

Q.17 What is meant by suggestive selling?

Q.18 Explain the check-in process.

Q.19 What is Right of lien?

Q.20 Explain the functions of Bell Desk?

Q.21 How to handle guest complaints?

Q.22 With the help of a neat diagram explain C Form.

Q.23 What is the difference between-

- a) Guaranteed and Non-guaranteed reservation.
- b) Traveller's cheque and Personal cheque.
- c) Adjacent and adjoining room.

Q.24 What are sundry guest services.

SECTION-D

Note:Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

Q.25 Explain why communication between Housekeeping and Front Office department is important.

Q.26 Describe in detail the four phases of the Guest Cycle.

Q.27 Discuss the attributes of front office staff. Mention the duties and responsibilities of the Front Office Manager.