

- Q.12 Write a note on the importance of Registration.  
 Q.13 Write a note on the procedures of bell desk.  
 Q.14 Explain about the key handling.  
 Q.15 Write a note on the telephone manners.  
 Q.16 What are competencies required for information duties?  
 Q.17 Write a note on the registration of a foreigner guest.  
 Q.18 Write a note on the departure in guest cycle.

### SECTION-C

- Note:** Long answer type questions. Attempt any one question out of two questions. (10x1=10)  
 Q.19 What do you understand with information and concierge in the context of front office operations. Explain the role and importance of information.  
 Q.20 What are the activities required during stay? Write a note on the mail handling.

No. of Printed Pages : 2

Roll No. ....

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**Level 4, 1st Sem. / Branch: BFSI**

**Subject : Front Office Operations**

Time : 2 Hrs.

M.M. : 50

### SECTION-A

**Note:** Objective/ Completion type questions. All questions are compulsory. (10x1=10)

- Q.1 Post Departure.  
 Q.2 Arrival of guests.  
 Q.3 Room selling.  
 Q.4 Bell desk.  
 Q.5 Complaint handling.  
 Q.6 Information.  
 Q.7 Foreigner guests  
 Q.8 Mail handling  
 Q.9 Pre registration.  
 Q.10 During stay.

### SECTION-B

**Note:** Short answer type questions. Attempt any six questions out of eight questions. (6x5=30)

- Q.11 What do you understand with the arrival under guest cycle?