

- 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. 188933

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?

(40) (2) 188933 (1) 188933