

C 22028

(Pages : 2)

Name.....

Reg. No.....

SECOND SEMESTER (CBCSS-UG) DEGREE EXAMINATION, APRIL 2022

B.H.A.

BHA 2B 02—FRONT OFFICE OPERATIONS—THEORY

(2021 Admissions)

Time : Two Hours

Maximum : 60 Marks

Part A (Short Answer Type)**Section A***Answer at least **eight** questions.**Each question carries 3 marks.**All questions can be attended.**Overall Ceiling 24.*

1. What is hospitality ?
2. What is meant by Vintage hotel ?
3. Mention any two responsibilities of front office assistant.
4. Define front office.
5. Define European plan.
6. What is meant by rack rate ?
7. What is meant by mail log book ?
8. Define message slip.
9. Define city ledger.
10. Define visitors paid out.
11. Define Form C.
12. Define GRC.

(8 × 3 = 24 marks)

Turn over

Part B (Paragraph Type Questions)**Section B**

*Answer at least **five** questions.*

Each question carries 5 marks.

All questions can be attended.

Overall Ceiling 25.

13. What do you understand by meal plan ?
14. Explain the flow of registration process.
15. What is Guest folio ? Give the detailed process of preparing it.
16. Explain the duties and responsibilities of front office manager.
17. Classify the departments of the hotel on the basics of revenue generation.
18. Write the classification of hotel on the basics of level of service.
19. What do you understand by the centralized reservation system ?

(5 × 5 = 25 marks)

Part C (Essay Type Questions)

*Write any **one** question.*

The question carries 11 marks.

20. What do you understand by pre-registration activity ? Explain the importance of arrival activity.
21. What are the different bases of charging the room rent ?

(1 × 11 = 11 marks)