

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

MHMCT (Sem.-1)
FRONT OFFICE OPERATION FOUNDATION-I

Subject Code : MHM-103-18

M.Code : 75145

Date of Examination: 14-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write short notes on :

- a. Personality Traits
- b. Hierarchy
- c. Reservation section
- d. GIT's
- e. Pre arrival activities
- f. Upgrade
- g. Guest weekly bill
- h. Turndown service
- i. Correction voucher
- j. Luggage list

SECTION-B

2. Discuss the functional areas of front office department.
3. Discuss the interdepartmental coordination among other departments.
4. What are the post departure activities?
5. Discuss different types of Tariffs.
6. What are different modes of reservation?

SECTION-C

7. What is Guest History record? How and why it is maintained?
8. What is overbooking? Is it necessary to overbook rooms? If yes, what is its significance?
9. What is ARR? How it is calculated? Discuss its significance?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.