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BMHMC 253

**Credit Based IV Semester B.H.M. Degree Examination, September 2022
(Semester Scheme)
FRONT OFFICE MANAGEMENT – II**

Time : 3 Hours

Max. Marks : 80

PART – A

1. Answer **any ten** from the following :

(2×10=20)

- a) Blocking
- b) Arrival
- c) Allowance
- d) Day Rate
- e) House limit
- f) Confirmation No.
- g) Late Checkout
- h) Skipper
- i) No show
- j) MAP
- k) Due out
- l) Zero out.

PART – B

Answer **any four** questions from the following :

(4×15=60)

2. a) Explain the duties of Guest Relation Executive.

8

b) Step by step explain the check in process for the travel group.

7

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- 3. a) Draw a format of Guest registration card. Explain rooming. **8**
 - b) Write the functions of the Night audit. **7**
 - 4. Define overbooking. Explain the procedure of handling overbooking and turn away procedure. **15**
 - 5. a) Explain various types of folio used in Front office accounting. **8**
 - b) Explain the foreign exchange procedures. **7**
 - 6. Write Short Answers : **(3×5=15)**
 - i) Lobby area.
 - ii) Credit monitoring
 - iii) Traveler's cheque.
 - 7. Write the job description of the Bell boy. **15**
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