

- Q.5 What do you understand by the term bell desk?
what are the functions that are carried out at bell
desk of a hotel 10+4=14
- Q.6 Briefly define the duties and responsibility of a
GRE's at front office. 14
- Q.7 List down the attributes of a good telephone
operator. What are the different types of call a
telephone operator receives at hotel. 7+7=14
- Q.8 What are the activities that are carried out in a
business center of a hotel. 14

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Subject : Front Office Operations II

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note: Solve any five questions all carry equal marks.

(5x14=70)

- Q.1 What are the various modes of making a
reservation? 14
- Q.2 Explain the flow of receiving and registration
process. 14
- Q.3 a) What are the different types of mails
received by the hotels?
- b) Explain the procedure of distributing Guest
mails in hotel. 7+7=14
- Q.4 What are the steps to be followed by complaint
handles at front office. 14