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**School of Hospitality**  
Bachelor of Hotel Management  
Mid Term Examination - May 2024

Duration : 90 Minutes  
Max Marks : 50

**Sem II - I1UB204B - Foundation Course in Front Office Operation-II**

General Instructions

*Answer to the specific question asked*

*Draw neat, labelled diagrams wherever necessary*

*Approved data hand books are allowed subject to verification by the Invigilator*

- 1) What is full form of LIU? K2 (2)
- 2) Explain how hotels set different room tariffs for various room categories (e.g., standard, deluxe, suite). K1 (3)
- 3) Identify the term the Rack rate and corporate rate. K2 (4)
- 4) Outline the key elements of the stay stage in the guest cycle. K2 (6)
- 5) Assess how do hotels handle reservation modifications. K3 (6)
- 6) Explain the term hotel reservation and why is it important in the hospitality industry? K3 (9)
- 7) Discuss the sources of reservation. K4 (8)
- 8) Explain the different types of Reservation. K4 (12)

**OR**

- List the key responsibilities of staff members during the process of receiving guests at a hotel or other hospitality establishment. K4 (12)