

## School of Hospitality

Bachelor of Hotel Management  
Semester End Examination - Jun 2024

Duration : 180 Minutes  
Max Marks : 100

### Sem VI - I1UB602B - Advanced Front Office-I

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

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|-----|--|--------|
| 1)  | Name two PMS softwares.  | K1(2)  |
| 2)  | How would you handle a situation where a guest requests to switch rooms during their stay?               | K2(4)  |
| 3)  | What are the best practices for creating and implementing employee policies and procedures in hotels?    | K2(6)  |
| 4)  | Explain any two ways of handling knowledgeable customer  | K3(9)  |
| 5)  | Explain the internal sources of recruitment.   | K3(9)  |
| 6)  | How can hotels enhance security measures to protect guests' valuables when they are inside the premises? | K5(10) |
| 7)  | Explain the check- in procedure of scanty baggage guest.   | K4(12) |
| 8)  | Explain the front desk and reporting modules of PMS.   | K5(15) |
| 9)  | Draw the format of job description.  | K5(15) |
| 10) | Elaborate the difference between human resources planning and human resource development.                | K6(18) |