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1012N925

Candidate's Seat No : \_\_\_\_\_

**B.B.A. in THM (NEP) Sem.-3 Examination**

**DSC-C- THM-231**

**Front Office - II**

**December-2025**

**Time : 2-00 Hours]**

**[Max. Marks : 50**

**Instructions:**

- 1) **Figures to the right indicate Full Marks.**
- 2) **Do not write anything on the question paper.**
- 3) **Do not use scientific calculator.**

Q.1 Explain the terms: (A) Wakeup call (B) Scanty Baggage (C) Inter sell Agencies (D) Central Reservation Systems (E) Reservations Through the Internet 10

Q.2 Explain in detail- Key handling & Key control 10

**OR**

Explain in detail- Concierge & Bell desk.

Q.3 Which are the department of Front Office? Explain in detail. 10

**OR**

Draw and Explain - "Guest History Card."

Q.4 What is C- Form? Draw and explain in detail. 10

**OR**

Explain in detail- Guaranteed Reservations & Non-Guaranteed Reservations.

Q.5 Explain the terms: (A) Left Luggage (B) Whitney system (C) Cancellation and amendment (D) Over booking policy (E) Pre-Arrival activities. 10

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