**BHMCT (Sem.–3)**
# FRONT OFFICE OPERATION-III
**Subject Code : BH-207**
**M.Code : 14534**
**Date of Examination : 19-12-22**

Time : 3 Hrs.                                                                    Max. Marks : 30

**INSTRUCTIONS TO CANDIDATES :**
1.   **SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.**
2.   **SECTION-B contains FIVE questions carrying 2$^1/_2$ (Two and Half) marks each and students have to attempt any FOUR questions.**
3.   **SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.**

## SECTION-A

1.   **Write briefly :**

   a)   What do you mean by late charges?

   b)   Expand POS & PIA?

   c)   What is floor limit?

   d)   What do you mean by account aging?

   e)   What is front desk module?

   f)   What is folio?

   g)   What do you mean by account maintenance?

   h)   What do you mean by petty cash voucher?

   i)   What is incidental folio?

   j)   What do you understand by term no post status?

**SECTION-B**

2. Differentiate between self and express check out.

3. Explain procedure of foreign currency exchange with the help of relevant formats.

4. Differentiate between guest and non guest account with examples.

5. Write a brief note on Fidelio.

6. Differentiate between voucher and folio.


**SECTION-C**

7. Write a detailed note on front office accounting cycle.

8. Explain group check out procedure with the help of relevant formats.

9. Discuss relevance of computer applications in hotel front office operations.


**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**