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Total No. of Pages: 02

Total No. of Questions: 09

BHMCT (Sem. – 3)
FRONT OFFICE OPERATIONS-II
Subject Code: BHMCT-405-18
M Code: 77794
Date of Examination: 17-12-2022

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Write short notes on:

- a) Fidelio
- b) Ledger
- c) Late checkout
- d) Night audit
- e) End of the day
- f) Credit control
- g) Back office
- h) High balance account
- i) Accounting cycle
- j) BTA

SECTION-B

2. Write a short note on different PMS in hotels.
3. Explain different types of Front office accounts.
4. How the guest account is settled by credit card?
5. List the steps in Night audit process.
6. Describe the process of exchanging foreign currency in hotels.

SECTION-C

7. Discuss the role on information technology in hotels.
8. Explain different types of Front office accounting transactions.
9. Describe the duties and responsibilities of a night auditor.

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