

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-4)
FRONT OFFICE-IV
Subject Code : BH-208
M.Code : 14547
Date of Examination : 09-01-23

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
2. **SECTION-B** contains **FIVE** questions carrying **2½** (Two and Half) marks each and students has 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 short notes on:**
- a) Night Auditing
 - b) Safe Deposits
 - c) Emergency Situation
 - d) Accident
 - e) Information Rack
 - f) Reservation
 - g) Reception
 - h) Bell Boy
 - i) Night Duty
 - j) Security System.

SECTION-B

2. What is foreign currency transaction what point will you keep in mind while transacting in foreign currency?
3. What do you understand by night duty report?
4. Explain the process of passing messages through telephone.
5. Give the need and importance of key rack.
6. Explain what steps you will follow in case of a bomb threat.

SECTION-C

7. Give the need and importance of Effective communication in a Hotel.
8. What are the qualities of a telephone operator?
9. In French give the conversation between guest and front office regarding the procedure cleaning of a room.

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.