

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)
FRONT OFFICE OPERATION-VII

Subject Code : BH-406

M.Code : 14591

Date of Examination : 05-01-23

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) Late Check Out
- b) Guest Allowances
- c) City Ledger
- d) Charge privileges
- e) Role of PABX
- f) Draw Luggage Tag
- g) ECO
- h) House limit
- i) MICE
- j) Brief BTC

SECTION-B

2. Draw a neat format of C-Form.
3. Brief about various methods of guest accounts settlement.
4. Write various important factors needed to be kept in mind for effective cash control.
5. What are the duties and responsibilities of Lobby Manager in Front Office?
6. What are the various types of vouchers maintained by front office? Brief only.

SECTION-C

7. What are the duties and responsibilities of the night auditor? Discuss the process of night auditing in details.
8. What are the various sources of reservation? Discuss the reservation process in case of guest with confirmed room booking.
9. Draw a neat Format of foreign currency exchange certificate.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.