

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)
FRONT OFFICE OPERATIONS-VI

Subject Code : BH-405

M.Code : 14576

Date of Examination : 09-01-23

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 2½ (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 short notes on :**
 - a) Volume Guarantee Rate
 - b) Modified American Plan
 - c) Occupancy Rate
 - d) Allowance voucher
 - e) Late charge
 - f) Cash receipt voucher
 - g) Visitors paid out
 - h) Pent house
 - i) Lanai room
 - j) Tariff card.

SECTION-B

2. Differentiate between Rack rate and Corporate rate.
3. What do you understand by the rule of Thumb Approach for fixing the room rent? Explain.
4. Draw the format of Lobby control sheet.
5. Draw the format of Guest folio.
6. Explain step by step procedure of handling damage to property by resident guest.

SECTION-C

7. Why does a hotel have different types of rates? Explain the advantages and disadvantages of having different types of room rates and room categories.
8. *‘Updating the Front office records after guest departure is very important’*. Comment.
9. As a Front office Associate, what steps would you follow in case of fire in the lobby?

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.