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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (E-IV) (Sem.-8)
FRONT OFFICE OPERATION–VII
Subject Code : BH-406
M.Code : 14591

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) Charge Purchase
 - b) Head set jack
 - c) Advance Letting chart
 - d) Guaranteed reservation
 - e) Form FXB
 - f) Express check out
 - g) Passport
 - h) Junction test key
 - i) Cancellation
 - j) Dairy system

SECTION-B

2. Explain Express Check out procedure.
3. Describe the role of telephone exchange in a hotel..
4. Draw a neat format of Reservation form.
5. What are the different types of Reservation?
6. List and explain different types of visa.

SECTION-C

7. Describe different types of Transactions.
8. Describe Dairy system of reservation in detail.
9. Describe role and responsibilities of a GRE.

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