

Roll No.

[illegible]

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (E-IV) (Sem.-8)  
FRONT OFFICE OPERATION-VII  
Subject Code : BH-406  
Paper ID : [C0361]

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) Accounts allowance
  - b) Junction test key
  - c) Density chart
  - d) Non-Guaranteed reservation
  - e) Encashment certificate
  - f) Whitney system
  - g) Passport
  - h) PABX
  - i) Cancellation
  - j) Cancellation code

## SECTION-B

2. Explain the procedure for making a transcript.
3. Describe the role of telephone exchange in a hotel.
4. Draw a neat format of Charge purchase voucher.
5. What are the different systems 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 Lobby Manager.