

Roll No.

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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) EPABX
  - c) Amendment
  - d) Reservation chart
  - e) Visa
  - f) Transcript
  - g) Form FXA
  - h) Overbooking
  - i) Guest account
  - j) Receptionist

## SECTION-B

2. List and explain different types of passport.
3. Explain procedure for making a transcript.
4. What is the importance of Reservation?
5. Describe different modes of reservation.
6. Draw a neat format of Night auditor's sales recapitulation sheet.

## SECTION-C

7. Describe Dairy system of reservation in detail.
8. List and explain any 5 different types of rooms in a five star hotel.
9. Describe role and responsibilities of a Guest Relations Executive.

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.