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Total No. of Pages : 02

Total No. of Questions : 09

MHMCT (2018 Batch) (Sem.-2)
FRONT OFFICE OPERATION FOUNDATION-II

Subject Code : MHM-203-18

M.Code : 76021

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Define the terms :

a) Bank limit b) City ledger

c) Guest folio d)

Encashment certificate e)

Accounting formula f)

Debit g) Card key h)

Allowance voucher i) Due

back j) Current account

SECTION-B

2. How will you handle the situation of bomb implant information in the hotel?
3. What is self check out?
4. What is procedure to receive credit cards?
5. Explain types of keys used in the hotel.
6. What are types of account used in front office?

SECTION-C

7. Explain Night auditing procedure.
8. What are the methods to control cash & credit in the hotel?
9. Explain about importance of security system in the hotel.

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.