

Roll No.

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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. Security
  - b. Safe deposit
  - c. PMS
  - d. CRS
  - e. GDS
  - f. Upselling
  - g. Discount
  - h. Night audit
  - i. Key Control
  - j. CCTV

## SECTION-B

2. Write a short note on Night Audit process.
3. Explain briefly the Key Control methods involved in a hotel.
4. Room Management software play important role in a hotel. How?
5. What are the various security measures adopted for the guest security in a hotel?
6. Having an efficient PMS adds a great deal in automation of a 5 star hotel. How?

## SECTION-C

7. What is safe deposit? Explain in detail the procedure followed in Lost and found situation.
8. What are the various Rooms selling techniques employed by a hotel to boost the room sales?
9. Night audit holds a very important place in the functioning of a hotel. Write a detailed note.

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.