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Total No. of Questions: 09

B.Sc.(ATHM) (2014 to 2017) (Sem.-3) FRONT OFFICE OPERATIONS-RESERVATIONS & REGISTRATIONS

Subject Code: BTA-16 M.Code: 70450

Time: 3 Hrs. Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- 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 tes on:

1. Write short notes on:

- a) DCC
- b) No show
- c) Late charge
- d) GRC
- e) Due out
- f) Lobby
- g) Run the house
- h) Point of sale
- i) Amendments
- i) VPO



SECTION-B

- 2. Explain different systems of Reservations.
- 3. Write job description of Night Auditor.
- 4. Differentiate between stayover and overstay.
- 5. Write step by step process of handling an VIP Arrival at the reception.
- 6. Explain Guest accounting cycle.

SECTION-C

- 7. Describe the process of Night audit.
- 8. Explain different methods of guest account settlement.
- 9. Discuss the functions of different sections of Front Office department.

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.

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