

- 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
- j) 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.