

Roll No. Total No. of Pages: 02

Total No. of Questions: 09

B.Sc.(HMCT) (2014 to 2017 Batch) (Sem.-4)

FRONT OFFICE - III

Subject Code: BSHM-403 M.Code: 12103

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

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1. Explain the following:

- a) Guest Credit limit
- b) Due back
- c) Cash Bank
- d) POS
- e) Travel Agent's Voucher
- f) Post Check-out
- g) Posting Error
- h) City Ledger
- i) Express Check-out
- i) Paid Out Voucher



SECTION-B

2. Give the French Word for:

- a) See you Tomorrow
- b) Your baggage please
- c) Good Evening
- d) May I help you madam?
- e) Have a nice day.
- 3. Write a short note on theft by hotel staff.
- 4. Mention the factors to be considered while selecting a PMS.
- 5. Differentiate between express check-out and self check-out.
- 6. As a Front Office Associate, What steps would you follow in case of fire in the lobby?

SECTION-C

- 7. What are the various methods of Guest Account Settlement?
- 8. Explain various types of frauds in hotel operations.
- 9. Discuss the Guest Cycle according to the Accounting Fundamentals.

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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