Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐   Total No. of Pages : 02

Total No. of Questions : 09

BHMCT   (Sem.–3)
FRONT OFFICE OPERATION-III
Subject Code : BH-207
M.Code : 14534

Time : 3 Hrs.   Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying $2\frac{1}{2}$ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students has to attempt any TWO questions.

SECTION-A

1. Write briefly :

   A. PMS

   B. Guest ledger

   C. Guest folio

   D. Checkout

   E. GDS

   F. CRS

   G. Express checkout

   H. Master folio

   I. Non guest account

   J. Point of sale

SECTION-B

2. Define Property Management system and its advantages.

3. Explain the consideration for selecting PMS and explain the application of PMS.

4. Explain the importance of front office accounting system.

5. Explain the different types of vouchers used in front office.

6. Write a short note on departure procedure at the front desk.

SECTION-C

7. Explain in detail the concept of express checkout with a neat format.

8. Explain the concept of front office accounting system with special emphasis on guest cycle.

9. Explain in detail the concept of PMS, CRS and GDS with sufficient examples.

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.