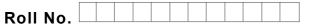
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Total No. of Pages : 02

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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 $2^{1}/_{2}$ (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 SECTION-A 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



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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.