

Total No. of Pages :02

Total No. of Questions : 09

BHMCT (Sem.-4)
FRONT OFFICE-IV
Subject Code : BH-208
M.Code : 14547

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 **2½** (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 have to attempt any **TWO** questions.

SECTION-A

1. Write short notes on :

- a) AD Register
- b) Encashment certificate
- c) Key rack
- d) Night Clerks Report
- e) Zero out
- f) Business day
- g) Safe deposit locker
- h) Reservation
- i) Paging
- j) Guest mails

SECTION-B

2. List the qualities of a telephone operator.
3. What is the importance of security systems in hotels?
4. Differentiate between Information rack and key rack.
5. With the help of a neat format, explain the functions of a Travelers cheque.
6. What are the general duties in a telephone section?

SECTION-C

7. Write an essay on communication and its use in hotels.
8. Describe the process of a room change.
9. List any 5 expressions of politeness in French.

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.