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Total No. of Questions: 09

# BHMCT (E-II) (Sem.-7) FRONT OFFICE OPERATIONS-VI

Subject Code: BH-405 M.Code: 14576

Time: 3 Hrs. Max. Marks: 30

### **INSTRUCTION TO CANDIDATES:**

- 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 have to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

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## 1. Write short notes on:

- a) Night Room report
- b) Cash Receipt
- c) Paid out voucher
- d) Rate assignment
- e) Cash Back
- f) Message slip
- g) Guest folio
- h) Tariff
- i) Cashier report
- j) Vandalism

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### **SECTION-B**

- 2. Draw a neat format of Allowance voucher.
- 3. List the procedure to handle drunken guests in the hotel.
- 4. Explain the information in a tariff card.
- 5. Describe different methods of payment in hotels.
- 6. What are creative options in selling techniques?

### **SECTION-C**

- 7. Explain the steps in Night audit procedure.
- 8. Describe various basis of charging room rent.
- 9. Write an essay on Internal control in 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.

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