

Roll No. 

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Total No. of Pages : 02

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 :**

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 have 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) 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





**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.**

