

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (E-IV) (Sem.-8)**  
**FRONT OFFICE OPERATION-VII**  
Subject Code : BH-406  
M.Code : 14591

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) Charge Purchase
- b) Head set jack
- c) Advance Letting chart
- d) Guaranteed reservation
- e) Form FXB
- f) Express check out
- g) Passport
- h) Junction test key
- i) Cancellation
- j) Dairy system

### SECTION-B

2. Explain Express Check out procedure.
3. Describe the role of telephone exchange in a hotel..
4. Draw a neat format of Reservation form.
5. What are the different types of Reservation?
6. List and explain different types of visa.

### SECTION-C

7. Describe different types of Transactions.
8. Describe Dairy system of reservation in detail.
9. Describe role and responsibilities of a GRE.

**NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.**