Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐

Total No. of Pages : 02

Total No. of Questions : 09

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 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 briefly :

   a) Transfer of Guest A/C

   b) Foreign currency

   c) Guest A/C

   d) City Ledger

   e) Paid outs

   f) Amadeus

   g) Charge slip

   h) Credit

   i) Check in

   j) Bill to Company

SECTION-B

2. Explain the different types of Accounting System.

3. List the steps in handling Foreign Exchange in the hotel.

4. What is the process of handling late charges?

5. List any three registers/formats used during checkouts.

6. With a help of a neat diagram, describe Front office accounting system.

SECTION-C

7. Illustrate the importance of Fidelio PMS in hotels.

8. Describe the system of Express Checkout.

9. Explain the process of Guest paying through credit card at the time of Check out.

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.