

[illegible]

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

Max. Marks : 30

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.**

- a) Key rack
- b) Encashment certificate
- c) Message slip
- d) Night Clerks Report
- e) Zero out
- f) Business day
- g) Safe deposit locker
- h) Reservation
- i) Paging
- j) Reception area

SECTION-B

2. List the steps in Night Audit.
3. What is the importance of security systems in hotels?
4. Explain the process of handling guest mails.
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 qualities of a telephone operator.
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.