

[illegible]

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

**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.**

**1. Write short notes on :**

- a) Charge Purchase
- b) EPABX
- c) Amendment
- d) Reservation chart
- e) Visa
- f) Transcript
- g) Form FXA
- h) Overbooking
- i) Guest account
- j) Receptionist

### SECTION-B

2. List and explain different types of passport.
3. Explain procedure for making a transcript.
4. What is the importance of Reservation?
5. Describe different modes of reservation.
6. Draw a neat format of Night auditor's sales recapitulation sheet.

### SECTION-C

7. Describe Dairy system of reservation in detail.
8. List and explain any 5 different types of rooms in a five star hotel.
9. Describe role and responsibilities of a Guest Relations Executive.

**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.**