Roll No. ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   **Total No. of Pages : 02**

Total No. of Questions : 09

B.Sc.(ATHM) (2013 to 2017)   (Sem.–3)

FRONT OFFICE OPERATIONS-RESERVATIONS & REGISTRATIONS

Subject Code : BTA-16

Paper ID : [C1154]

Time : 3 Hrs.   **Max. Marks : 60**

INSTRUCTION TO CANDIDATES :
1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students has to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.**

SECTION-A

Q1. Write short notes on :

   a. ECO

   b. Day rate

   c. Late Charges

   d. No Show

   e. Paid Out

   f. Point of sale

   g. Rack Rate

   h. Scanty Baggage

   i. Advance Letting Chart

   j. House Limit

SECTION-B

Q2. In a neat format write duties and responsibilities of a Cashier.

Q3. Define Folio and also discuss various types of folios.

Q4. Write down the full step by step procedure of handling registration in case of a chance guest.

Q5. Discuss how an emergency situation like a death of the guest should be handled by the hotel.

Q6. What are the various payment methods through which guests can pay his/her bills in Hotel?

SECTION-C

Q7. Define yield management and what are the various tools of yield management?

Q8. Draw a neat layout of a lobby having all the fitting sections of front office department of a large hotel having 300 rooms.

Q9. What is the purpose of Night Auditing? Also discuss in details step by step procedure of night auditing.