

**Total No. of Pages :02**

**Total No. of Questions : 09**

**BHMCT (Sem.-4)**  
**FRONT OFFICE-IV**  
**Subject Code : BH-208**  
**Paper ID : [C0330]**

**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  $2\frac{1}{2}$  (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) Message Slip
- b) Encashment certificate
- c) Key rack
- d) Night Clerks Report
- e) Zero out
- f) Business day
- g) Safe deposit locker
- h) Reservation
- i) Paging
- j) PABX

### SECTION-B

2. List the qualities of a telephone operator.
3. What is the importance of security systems in hotels?
4. Differentiate between Information rack and key rack.
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 process of a room change.
9. List any 5 expressions of politeness in French.