

[illegible]

BHMCT (E-II) (Sem.-7)
FRONT OFFICE OPERATIONS-VI
Subject Code : BH-405
Paper ID : [C0351]

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) Night Room report
- b) Guest History Card
- c) Paid out voucher
- d) Rate assignment
- e) Cash Receipt voucher
- f) Message slip
- g) Guest folio
- h) Tariff
- i) Cashier report
- j) Food Plan

SECTION-B

2. Draw a neat format of Discrepancy report.
3. List the procedure to handle lost and found in the hotel.
4. Explain the information in a Guest registration card.
5. Describe different methods of payment in hotels.
6. What are creative options in selling techniques?

SECTION-C

7. Draw a neat format of Message slip.
8. Describe various types of Food plans.
9. Write an essay on Internal control in front office department.