

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (E-IV) (Sem.-8)
FRONT OFFICE OPERATION-VII
Subject Code : BH-406
Paper ID : [C0361]

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) Accounts allowance
- b) Junction test key
- c) Density chart
- d) Non-Guaranteed reservation
- e) Encashment certificate
- f) Whitney system
- g) Passport
- h) PABX
- i) Cancellation
- j) Cancellation code

SECTION-B

2. Explain the procedure for making a transcript.
3. Describe the role of telephone exchange in a hotel.
4. Draw a neat format of Charge purchase voucher.
5. What are the different systems of Reservation?
6. List and explain different types of visa.

SECTION-C

7. Describe different types of Transactions.
8. Describe Dairy system of reservation in detail.
9. Describe role and responsibilities of a Lobby Manager.