

Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

BHMCT (Sem.-4)
FRONT OFFICE-IV
Subject Code : BH-208
M.Code : 14547

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 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.

SECTION-A

Write short notes on :

1. Encashment certificate
2. Foreign currency
3. Key control
4. Mails
5. Information rack
6. VIP list
7. Wake up call
8. Message slip
9. Reception
10. EPABX

SECTION-B

11. Differentiate between message slip and location slip.
12. Describe the steps in night audit.
13. What is the process of handling cases of theft in hotels?
14. List the registers used in telephone exchange.
15. Differentiate between incoming and outgoing mails in hotels.

SECTION-C

16. Illustrate the importance of key control in hotels.
17. Describe the different system of night audit.
18. List 5 statements of expressions of encouragement in French.



NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on page of Answer Sheet will lead to UMC against the Student.

Roll No. _____

Total No. of Pages :02

Total No. of Questions : 09

BHMCT(Sem.-4)
FRONT OFFICE-IV
Subject Code :BH-208
M.Code : 14547

Date of Examination : 08-07-22

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 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.

SECTION-A

1. Write short notes on:

- a) Night Audit
- b) Foreign currency
- c) Key control
- d) Message slip
- e) Information rack
- f) VIP list
- g) Wake up call
- h) Message slip
- i) Reception
- j) EPABX

SECTION-B

2. Explain the procedure for placing wake up calls for the guest.
3. Describe the steps in night audit.
4. What is the process of handling cases of theft in hotels?
5. List the registers used in telephone exchange.
6. Differentiate between incoming and outgoing mails in hotels.

SECTION-C

7. Illustrate the importance of security system in hotels.
8. Describe the different systems of night audit.
9. List 5 statements of expressions of encouragement in French.



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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-4)
FRONT OFFICE-IV
Subject Code : BH-208
M.Code : 14547

Date of Examination : 17-05-2024

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 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.

SECTION-A

1. Write short notes on:
- a) Message slip
 - b) Travelers Cheque
 - c) Key Control
 - d) VIP List
 - e) Paging
 - f) Telex
 - g) Key Rack
 - h) Zero out
 - i) Doorman
 - j) Security System

SECTION-B

2. Write a short note on Front Office and Safety and Security System.
3. What procedure is followed in handling guest mails?
4. What are the general duties of a telephone operator?
5. What are the various functions of night auditing?
6. What would you do in case of a fire at your hotel?

SECTION-C

7. Explain about non-automated and semi automatic audit procedures in detail.
8. Enumerate the various qualities of a telephone operator.
9. In French give the conversation between guest and front office regarding the procedure cleaning of a room.

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Total No. of Questions : 09

BHMCT (Sem.-4)
FRONT OFFICE-IV
Subject Code : BH-208
M.Code : 14547

Date of Examination : 19-05-2025

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:

- Expand F.R.O.
- Define House Limit.
- Allowance Voucher.
- Types of establishment of an end of the day in hotels.
- Commisionnaire*
- Bien Mercé* Translate in English
- Draw wake-up call register format
- Draw Message slip format
- Retention Charges
- Traveller's Cheque

SECTION - B

2. What is the procedure of accepting foreign currency in hotels? Discuss using the format if any.
3. Inform about the nature of discussion which happen during morning briefing by Duty Manager.
4. Discuss the procedure of mail and message handling in details.
5. Write down the duties and responsibilities of a concierge.
6. What are the functions of night auditing? Discuss.

SECTION - C

7. Write step by step procedure of handling emergency situation in case of accident at hotel premises. Discuss using the format if any.
8. Explain :
 - a. Procedure of Issuing the safety deposit locker.
 - b. Qualities of a telephone operator.
9. Translate into French :
 - a) Good Morning Mr. Roy.
 - b) May I help you?
 - c) My name is Lalit.
 - d) Do you have a reservation?
 - e) I want to see Taj Mahal.

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