

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-8)
FRONT OFFICE OPERATIONS-VII

Subject Code : BH-406

M.Code : 14591

Date of Examination : 29-04-2024

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 TWO AND A HALF marks each and students have 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) City Accounts
- b) EPABX
- c) Up-selling
- d) VTL
- e) Role of PBX
- f) Name 4 famous brand names of PMS
- g) Draw Luggage Tag
- h) High balance report
- i) Accounts correction
- j) Density Control Chart.

SECTION-B

2. What role does Cash and Credit control plays in tracking transactions?
3. What are various modes of reservations?
4. What is Reservation? Brief about the general procedure followed by the reservation agents during a room reservation enquiry.
5. Write down the role of telephone exchange in hotels.
6. What are the various duties and responsibilities of Duty Manager?

SECTION-C

7. Discuss about the vouchers used by front office with their functions and formats.
8. Define Night Auditing and explain its process in detail.
9. Explain Whitney system of reservation and discuss its advantages and disadvantages.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.