

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (E-II) (Sem.-7)
FRONT OFFICE OPERATIONS-VI

Subject Code : BH-405

M.Code : 14576

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 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) Room key record
- b) Allowance voucher
- c) Vandalism
- d) Internal control
- e) Night audit
- f) Paid out voucher
- g) Suite
- h) Bermuda Plan
- i) Cash Sheet
- j) Night spent basis

SECTION-B

2. Explain departure intimation control sheet.
3. Describe different types of food plans.
4. How allowance voucher is processed in Front office?
5. List the procedure to handle vandalism in hotel.
6. Write a short note on Room and rate assignment.

SECTION-C

7. Draw a neat format of Night Clerk's Report.
8. List and explain **any 5** different types of rooms in a five star hotel.
9. List and explain the procedure of Night audit in Front office department.

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