Roll No.

Total No. of Pages: 02

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B.Sc.(HMCT) (2013 to 2017 Batch) (Sem.-3)

FRONT OFFICE - II

Subject Code: BSHM-303 Paper ID: [C1116]

Time: 3 Hrs. Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1) Write briefly:

- a) GDS
- b) Late Charge
- c) Account Ageing
- d) High Balance Account
- e) Guest Weekly Bill
- f) Split Folio
- g) PIA
- h) Credit Card
- i) City Ledger
- j) Discount

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SECTION-B

- Q2) Explain Express check-out with the help of its suitable format.
- Q3) In case of a fire in a hotel how will you handle a situation as a Front desk employee?
- Q4) What is an Amadeus? Explain the beneficial role of Amadeus in the Hospitality Industry.
- Q5) What all precautions should the Front desk Cashier take, while accepting the Travellers Cheque and Travel Agent Voucher?
- Q6) Explain the Night Audit process in detail.

SECTION-C

- Q7) What are the specific functions of Front Office Accounting?
- Q8) What all measures a 5-star hotel should take to ensure the safety & security of a guest?
- Q9) Translate into French:
 - a) What is your name?
 - b) May I come in?
 - c) Please give me the bill.
 - d) Where do you live?
 - e) What is the room tariff?

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