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Total No. of Questions: 09

BHMCT (Sem.-4) FRONT OFFICE-IV Subject Code: BH-208 Paper ID: [C0330]

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 $2^{1}/_{2}$ (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) Message Slip
- b) Encashment certificate
- c) Key rack
- d) Night Clerks Report
- e) Zero out
- f) Business day
- g) Safe deposit locker
- h) Reservation
- i) Paging
- j) PABX

1 | M - 1 4 5 4 7 (S5) - 1 9 4 9

SECTION-B

- 2. List the qualities of a telephone operator.
- 3. What is the importance of security systems in hotels?
- 4. Differentiate between Information rack and key rack.
- 5. With the help of a neat format, explain the functions of a Travelers cheque.
- 6. What are the general duties in a telephone section?

SECTION-C

- 7. Write an essay on communication and its use in hotels.
- 8. Describe the process of a room change.
- 9. List any 5 expressions of politeness in French.

2 | M - 1 4 5 4 7 (S5) - 1 9 4 9