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Total No. of Pages : 02

Total No. of Questions : 18

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 2¹/₂ (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

Write short notes on :

1. Message slip
2. Lobby control sheet
3. Junior Suite
4. Internal control
5. Night audit
6. Reservation form
7. Rack rate
8. Bermuda Plan
9. Cash Sheet
10. Day basis

SECTION-B

11. Explain Room key control sheet.
12. Describe different basis of charging room rent.
13. How drunken guests are handled in hotel?
14. List the importance of Guest History Card.
15. Write a, short note on Room and Rate Assignment.

SECTION-C

16. Draw a neat format of Guest Registration Card.
17. List and explain any 5 different types of rooms in a five star hotel.
18. List and explain the information obtained in a tariff card.

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.