

Roll No.

[illegible]

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(HMCT) (2014 to 2017 Batch) (Sem.-4)

FRONT OFFICE – III

Subject Code : BSHM-403

M.Code : 12103

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **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

1. Explain the following :

- a) Guest Credit limit
- b) Due back
- c) Cash Bank
- d) POS
- e) Travel Agent's Voucher
- f) Post Check-out
- g) Posting Error
- h) City Ledger
- i) Express Check-out
- j) Paid Out Voucher

SECTION-B

2. Give the French Word for :

- a) See you Tomorrow
 - b) Your baggage please
 - c) Good Evening
 - d) May I help you madam?
 - e) Have a nice day.
3. Write a short note on theft by hotel staff.
4. Mention the factors to be considered while selecting a PMS.
5. Differentiate between express check-out and self check-out.
6. As a Front Office Associate, What steps would you follow in case of fire in the lobby?

SECTION-C

7. What are the various methods of Guest Account Settlement?
8. Explain various types of frauds in hotel operations.
9. Discuss the Guest Cycle according to the Accounting Fundamentals.

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.