Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐   Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2013 to 2017)   (Sem.–3)
FRONT OFFICE OPERATIONS-RESERVATIONS & REGISTRATIONS
Subject Code : BTA-16
M.Code : 70450

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. **Write short notes on :**

    a) Yield Management

    b) Turn Away

    c) Point of Sale

    d) City Ledger

    e) Waitlisted Reservations

    f) VPO

    g) Overbooking

    h) Float

    i) Rooming List

    j) ECO

SECTION-B

2. Draw a neat Format of C-form.

3. Write down the step by step cheek-in procedure of a walk-in Guest.

4. Explain the different types of Modes of payment accepted in hotels.

5. Write down the job description of Night Auditor.

6. Explain about how front office department coordinates with other departments.

SECTION-C

7. What is Guest accounting? Explain about the different types of Vouchers and Ledgers prepared by front office staff with the help of the formats.

8. Explain Night Auditing. Write in details the complete process of Night Auditing and its significance.

9. What do you understand by Guest Cycle? Explain and list the various activities involved in the various stages of the guest cycle.

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.