Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BHMCT (NEW)/SEM-3/HM-303/2010-11
2010-11
FRONT OFFICE OPERATION – II

Time Allotted : 3 Hours   Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A
(Multiple Choice Type Questions)

1.   Choose the correct alternatives for the following :   10 × 1 = 10

   i)   Who fills the errand card ?

      a)   Bell Boy   b)   Receptionist

      c)   Cashier   d)   Information.

   ii)   Skippers

      a)   do not sleep at night in the hotel

      b)   walks into the hotel without a reservation

      c)   comes with less luggage

      d)   walks out of the hotel without settling the bills.

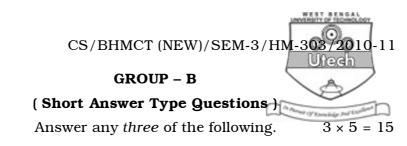3127   [Turn over

iii) Which of the following expenses may qualify as visitors paid out ?

a) Florist charge   b) Payment of taxi bill

c) Emergency medical bill on behalf of the guest

d) All of these.

iv) Maximum amount of credit that a hotel extends to the guest is

a) Guest ledger   b) Folio

c) Floor Limit   d) Allowance.

v) Which of the following reports are generated by the night auditor ?

a) Occupancy report   b) High balance report

c) Discrepancy report   d) None of these.

vi) Credit cards are sent to city ledger.

a) True   b) False

vii) Foreign currency is handled by the front office manager.

a) True   b) False

viii) Key card is filled by the guest.

a) True   b) False

ix) Trial balance is the part of night audit process.

a) True   b) False

x) Credit limit of the credit card is fixed by the issuing authority.

a) True   b) False

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.   3 × 5 = 15

2. Write a note on the role of the guest relations executive.

3. State & explain the different types of vouchers.

4. What are the various check out options. ?

5. What are the duties and responsibilities of the night auditor ?

6. Explain the meaning and objective of credit control.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.   3 × 15 = 45

7. Draw the hierarchy chart of front office department and explain the duty Rota and work schedule in detail.

8. Explain the Front Office accounting cycle.

9. Write down the procedure for receiving payments in foreign currency.

10. Draw the layout of the lobby and explain the luggage handling procedure in detail.

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