	Ultedh
Name:	
Roll No.:	In Planning (N' Exemplaine and Explained
Inviailator's Signature :	

## CS/BHMCT (NEW)/SEM-3/HM-303/2011-12

# 2011 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 ( Obiective Type Questions )

1. Answer the following:

 $10 \times 1 = 10$ 

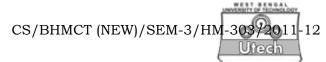
- A. Choose the correct alternatives for the following:
  - i) Bell desk operations do not require which of the following printed stationeries?
    - a) Errand card
    - b) C Form
    - c) Bell boy movement list
    - d) Baggage tags.
  - ii) Valet parking attendants handle the
    - a) EDC machine
- b) Car hailer
- c) Franking machine d) POS terminal.

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- iii) 'Due out' is a term used for
  - a) a guest who has a due in his account
  - b) a guest who is about to leave the hotel
  - c) a guest who fails to check in
  - d) a guest who belongs to company.
- iv) Which kind of bill is offered to guest where company pays for his food and lodging, rest he pays?
  - a) Multiple bill
- b) Split bill
- c) Master bill
- d) Pseudo bill.
- v) Where is paid-out posting done in a Hotel ledger?
  - a) Debit
- b) Credit.
- vi) The final report that is prepared by Night auditor is called
  - a) flash
  - b) early bird report.
- vii) Who is responsible for postage sales?
  - a) Doorman
- b) Receptionist
- c) Bell captain.
- B. Fill in the blanks:
  - viii) ...... is a hotel term for Guest leaving without settlement of bills.
  - ix) ...... are entries made to the guest account.



- C. State True / False:
  - x) The first step in accepting a credit card by a cashier is to check if it is blacklisted.

#### **GROUP - B**

## (Short Answer Type Questions)

Answer any three of the following.

 $3 \times 5 = 15$ 

- 2. Explain express check-out and self check-out process.
- 3. Draw the format of an encashment certificate.
- 4. Write a note on the role of a guest relation executive in a hotel.
- 5. Explain the night audit process.
- 6. Write a note on the handling of credit cards.

#### **GROUP - C**

#### (Long Answer Type Questions)

Answer any *three* of the following.  $3 \times 15 = 45$ 

7. What is bell desk? Give its organization and functions. List the various equipment used in section.

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- 8. Explain the process of departure and settlement of guest bill by cash and foreign currency.
- 9. Write in detail about credit monitoring in hotels.
- 10. What is a Visitor Tabular Ledger ? Explain its merits and demerits.
- 11. Write short notes on the following:
  - a) VIP amenities voucher
  - b) Car valet operations
  - c) Double occupancy.

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