



Name :
Roll No. :
Invigilator'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

(Objective Type Questions)

1. Answer the following : 10 × 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.



- 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 × 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 × 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.
