



Name :
Roll No. :
Invigilator's Signature :

CS/BHMCT(N)/SEM-3/HM-303/2012-13

2012

FRONT OFFICE OPERATIONS – 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 any *ten* questions : 10 × 1 = 10

Fill in the blanks :

- i) City accounts are also known as
- ii) The details of the foreign currency received in the hotel is recorded in the
- iii) The machine used for printing the value of postage on envelop is called
- iv) Guest's complaints on which the hotel has very little or no control is termed as
- v) The custodian of the master keys and the keys to all stores at night is the



Choose the correct alternatives for the following :

- vi) Which of the following is generally not accepted as a mode of settlement of guest account ?
- a) Traveller's cheque b) Cash
- c) Personal cheque d) Travel agent vouchers.
- vii) Cashier prepares the guest bill by extracting information from
- a) City Ledger b) City Folio
- c) Guest Folio d) Employee Folio.
- viii) Which of the following expenses may qualify as visitors paid out ?
- a) Florist cheques
- b) Payment of Taxi bills
- c) Medical expenses on behalf of guest.
- ix) What is the written record of all the transactions between a hotel and its guest called ?
- a) Folio b) Ledger
- c) Voucher d) Guest account.
- x) Who prepares the telephone call voucher ?
- a) Receptionist b) Front office Cashier
- c) Telephone operator d) Front desk Agent.



- xi) The request for checkout from the guest may land at
- a) Reception desk
 - b) Information desk
 - c) Bell desk
 - d) all of these.
- xii) Which of the following activities are carried out at the time of check out ?
- a) Settlement of guest accounts
 - b) Updating front office records
 - c) Creating long lasting impressions on the guest
 - d) All of these.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following $3 \times 5 = 15$

2. What is the role of guest Relation Executive ?
3. What are the golden rules of accounting ?
4. What is the meaning and objective of the term credit control ?
5. Draw the format of a lobby control sheet ?
6. Write a note on handling of credit cards.

GROUP - C

(Long Answer Type Questions)

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

7. Explain the duties and responsibilities of the night Auditor.
8. Explain the important functions of the lobby manager in a five star hotel.

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9. Write down the procedure of handling foreign currency. What are the steps to be followed while accepting credit cards ?
10. Write credit and cash control measures are taken by hotels to ensure smooth functioning.
11. What do you understand by complaint ? State the steps to be followed in hotels for handling complaints.

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