Name :	Utech
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	
1.	Ans	(Objective Type Questions) wer 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 is recorded in the	in the hotel
	iii)	The machine used for printing the value of envelop is called	postage on
	iv)	Guest's complaints on which the hotel has no control is termed as	very little or
	v)	The custodian of the master keys and the stores at night is the	keys to all

3127(N) [Turn over

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c)

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)

Personal cheque

- vii) Cashier prepares the guest bill by extracting

d)

Cash

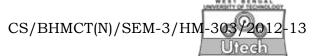
Travel agent vouchers.

- 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

information from

- 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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