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Name :	
Roll No.:	A discussion of Exercising and Experience
Invigilator's Signature :	

## CS/BHSM/SEM-6/HPM-603/2011 2011 FRONTOFFICE OPERATIONS

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 guestions)								
1.	Ans	swer t	the following questions :			10 × 1 = 10		
	A)	Cho	ose the correct alternatives for the following :					
		i)	Vouchers used to make small payments on behalf					
			of the guest are vouchers.					
			a)	miscellaneous	b)	paid out		
			c)	correction	d)	all of these.		
		ii)	The	The key of the safety deposit locker facility lies with				
			a)	Cashier	b)	Receptionist		
			c)	Bell desk	d)	Maintenance.		
		iii)	Oth	her name of B folio is				
			a)	Incidental folio	b)	Master folio		
			c)	Change folio	d)	None of these.		

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## CS/BHSM/SEM-6/HPM-603/2011 Ledgers maintained for non-resident iv) known as In Photograp (y' Exercisely: End EX Guest ledger a) City ledger b) Cash ledger All of these. c) d) A ..... card is used to keep a back up v) copy of the night audit. a) Z card b) V card c) D card d) none of these. B) Fill in the blanks: Full form of IATA is ...... vi) Full form of FEMA is ...... vii) viii) Folios are maintained for Employees ...... Full form of POS is ...... ix) Full form of PMS is ...... X)

#### **GROUP - B**

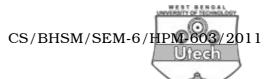
### (Short Answer Type Questions)

Answer any *three* of the following.

 $3 \times 5 = 15$ 

- Draw the hierarchy chart of Bell desk and explain the duties of Bell Boy.
- 3. Write a note on Front Office Cashier's Report.
- 4. Describe the steps in Night Audit process in brief.

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- 5. Write short notes on:
  - a) Late Charge
  - b) City Ledger
- 6. What is "Express Check-out"? Briefly describe.

#### GROUP - C

## (Long Answer Type Questions)

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

- 7. What are the various modes of receiving payments from the guest?
- 8. Describe about methods of settling guest accounts and types of settlement.
- 9. Describe the safety deposit locker facilities in five star hotels?
- 10. What is the importance of property management software?
- 11. Describe the foreign exchange regulation as applicable for five star hotels.

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