



Name : .....

Roll No. : .....

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 Questions )**

1. Answer the following questions : 10 × 1 = 10

A) Choose 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 key of the safety deposit locker facility lies with
  - a) Cashier                                  b) Receptionist
  - c) Bell desk                                d) Maintenance.
- iii) Other name of B folio is
  - a) Incidental folio                      b) Master folio
  - c) Change folio                         d) None of these.



- iv) Ledgers maintained for non-resident guest is known as
- a) City ledger                      b) Guest ledger
- c) Cash ledger                      d) All of these.
- v) A ..... card is used to keep a back up copy of the night audit.
- a) Z card                              b) V card
- c) D card                              d) none of these.

B) Fill in the blanks :

- vi) Full form of IATA is ..... .
- vii) Full form of FEMA is ..... .
- viii) Folios are maintained for Employees ..... .
- ix) Full form of POS is ..... .
- x) Full form of PMS is ..... .

**GROUP – B**

**( Short Answer Type Questions )**

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

2. 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.



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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