

Printed Pages : 2



NBHM-503

(Following Paper ID and Roll No. to be filled in your Answer Book)

**PAPER ID : 174509**

Roll No.

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**B.H.M.C.T.**

(SEM. V) (ODD SEM.) THEORY  
EXAMINATION, 2014-15  
**FRONT OFFICE OPERATIONS - V**

Time : 2 Hours]

[Total Marks : 50

Note : Attempt all sections.

**SECTION - A**

- 1** Attempt any **ten** questions : **1×10=10**
- (i) Scanty Baggage
  - (ii) Sleep Out
  - (iii) BTC
  - (iv) Voucher
  - (v) Allowance
  - (vi) Travel Agent
  - (vii) Discount
  - (viii) FOREX
  - (ix) Currency of China
  - (x) Name two major credit card companies
  - (xi) Credit
  - (xii) Master Folio.

**SECTION – B**

- 2** Attempt Any Five Questions : **2×5=10**
- (i) What is the role of front office cashier at the time of check out of the guest?
  - (ii) Describe different mode of payments used in the hotels.
  - (iii) What is the equivalent of 1 US Dollar and 1 Pound Sterling in Indian Rupees?
  - (iv) What is the procedure of operating safety locker at front desk?
  - (v) How you will pacify a furious guest due to excess billing to his folio ?
  - (vi) What do you mean by Miscellaneous Charge Voucher?

**SECTION – C**

- 3** Attempt Any Five Questions : **6×5=30**
- (i) What do you mean by debit and credit on to the guest folio ? Draw the required diagram.
  - (ii) Enlist basic principles of Guest Account in detail.
  - (iii) What do you mean by foreign currency transactions? Elaborate on the procedure for accepting foreign currency in an Indian five star hotel.
  - (iv) What do you understand by Credit Card? Explain the procedure of handling credit card by the front office cashier in a resort.
  - (v) Make the hierarchy chart of Hotel Accounts Department. Explain the duties of Front Office Cashier.
  - (vi) Differentiate between Credit Card and Debit Card in detail.