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

PAPER ID : 174509

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BHMCT**(SEM - V) 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: **(1x10=10)**

- (i) Scanty Baggage
- (ii) Sleep Out
- (iii) BTC
- (iv) Voucher
- (v) Allowance

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- (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: (2x5=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) Describe the procedure of Allowances at front office.

- (vi) What do you mean by Miscellaneous Charge Voucher?

SECTION – C

3. Attempt Any Five Questions: (6x5=30)

- (i) Travellers Cheques are a boon for a tourist. Explain it.
- (ii) What do you mean by Credit card? What is procedure of handling credit card at front desk? List some major card companies.
- (iii) What are the foreign currency transactions? Explain in detail the procedure of accepting foreign currency in a large hotel.
- (iv) Explain the basic principles of Guest Account.
- (v) Explain the preparation of guest bill for checking out guest.
- (vi) Give an idea about different discount given by the front office department to their guests.

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