

Roll No.

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Total No. of Questions : 09

Total No. of Pages : 02

B.Sc.(HMCT) (2011 & Onward) (Sem.-3)

FRONT OFFICE – II

Subject Code : BSHM-303

Paper ID : [C1116]

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

1. Explain the following terms in brief (one or two lines each) :

- (a) Folio
- (b) Voucher
- (c) Visitor's Paid out
- (d) Guest Account
- (e) City Ledger
- (f) House Count
- (g) Encashment certificate
- (h) Express Check Out
- (i) P M S
- (j) Cash Bank

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### **SECTION-B**

2. Discuss the importance of key control in a five star hotel. Elaborate upon the different key control measures adopted by the hotels.
3. Write a note on the benefits and procedure of express check out.
4. Discuss the handling of a bomb threat situation in a hotel.
5. List the steps in a fully automated night audit procedure.
6. Translate the following French words in English :
  - a) Lundi
  - b) Oui
  - c) Bonjour
  - d) Avril
  - e) Chamber

### **SECTION-C**

7. Write a note on the following :
  - a) Fidelio
  - b) Amadeus
8. Explain the step-by-step process of guest bill settlement through payment by foreign currency. Draw the format of foreign currency encashment certificate.
9. List and explain the different types of vouchers prepared by hotels.

May 17

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**1. Write briefly :**

- a) List different Fire Extinguisher.
- b) What is Floor Limit?
- c) Explain Delinquent Account?
- d) Define Discount.
- e) List different Plans.
- f) What is General Ledger?
- g) What is Paid Out?
- h) What is House Count?
- i) Explain Due Bank?
- j) What do you mean by Zero Out?

### **SECTION-B**

2. Explain the different types of discounts offered by the hotels.
3. Write a note on Express Check-out.
4. Draw the formats of Sale and Summary Sheet.
5. Name five Domestic and International credit cards.
6. What are the duties and responsibilities of security department?

### **SECTION-C**

7. What the different duties and responsibilities of Night Auditor in a Front Office?
8. What are the different types of Control? Explain how will you control the payments?
9. Explain step-by-step procedure of accepting a credit card?

6/12/16 (M)

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Total No. of Pages: 02

B. Sc. (HMCT) (Sem. 3)  
FRONT OFFICE-II  
Subject Code: BSHM-303  
Paper ID: C1116

Time: 3 Hrs.

Max. Marks: 60

**INSTRUCTIONS TO CANDIDATES:**

1. Section A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. Section B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. Section C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

**SECTION A**

1.
  - a) Cash bank
  - b) Charge voucher
  - c) Master folio
  - d) Charge record form
  - e) Emergency key
  - f) Credit
  - g) Key card
  - h) Account
  - i) Late charge
  - j) Shortage

**SECTION B**

2. How will you handle the situation of fire in the hotel?
3. What is express check out?
4. What is method of settlement in the hotel?
5. Explain types of folio used in the hotel?
6. What is account aging, explain?

## SECTION C

1. Explain role of a Night auditor in the hotel.

2. What is PMS. Explain role of computers in hotel?

3. What is ledger? Explain VTL?



14/5/18 (m)

Roll No.

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Total No. of Questions: 09

Total No. of Pages: 02

B.Sc.(HMCT) (2011 & Onward) (Sem. - 3)

FRONT OFFICE - II

M Code: 12091

Subject Code: BSHM-303

Paper ID: [C1116]

Time: 3 Hrs.

Max. Marks: 60

**INSTRUCTIONS TO CANDIDATES:**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION A**

1. a) What do understand CRS?  
b) Write any two methods of recording of cash transaction.  
c) What do you mean by companies ledger?  
d) What do you mean by travelers cheque?  
e) What all will you include in first aid box?  
f) What are no shows?  
g) What do you mean by NCR machine?  
h) What do you mean by T form?  
i) Write down any two limitations of control.  
j) What do you understand by electronic key?

## SECTION B

2. Write down the names of computer software used in hospitality industry.
3. Explain visitors paid out briefly.
4. Draw neat and well labeled format of visitor's tabular ledger.
5. Write short note on the settling of guest accounts.
6. Convert following sentences in English.

a) Void mes bagages

b) Quel est. le prix d' entrée

Convert following sentences in French

a) Where do you want to go?

b) What is the fare?

c) Please bring my luggage

## SECTION C

7. Explain the steps involved in selection of a property management system.
8. Write down the advantages and disadvantages of credit cards.
9. What are the duties and responsibilities of night auditor?



Roll No.

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B.Sc.(HMCT) (2013 to 2017 Batch)  
FRONT OFFICE – II

Subject Code : BSHM-303

Paper ID : [C1116]

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

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**SECTION-A**

**Q1) Write briefly :**

- a) GDS
- b) Late Charge
- c) Account Ageing
- d) High Balance Account
- e) Guest Weekly Bill
- f) Split Folio
- g) PLA
- h) Credit Card
- i) City Ledger
- j) Discount

**SECTION-B**

- Q2) Explain Express check-out with the help of its suitable format.
- Q3) In case of a fire in a hotel how will you handle a situation as a Front desk employee?
- Q4) What is an Amadeus? Explain the beneficial role of Amadeus in the Hospitality Industry.
- Q5) What all precautions should the Front desk Cashier take, while accepting the Travellers Cheque and Travel Agent Voucher?
- Q6) Explain the Night Audit process in detail.

**SECTION-C**

- Q7) What are the specific functions of Front Office Accounting?
- Q8) What all measures a 5-star hotel should take to ensure the safety & security of a guest?
- Q9) Translate into French :
  - a) What is your name?
  - b) May I come in?
  - c) Please give me the bill.
  - d) Where do you live?
  - e) What is the room tariff?

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