2071
Bachelor of Hotel Management and Catering Technology
Fourth Semester
BHM-243: Front Office Operations

Time allowed: 3 Hours   Max. Marks: 70

NOTE: *Attempt* **five** *questions in all, including Question No. I which is compulsory and selecting one question from each Unit.*

x-x-x

I. Explain the following:-

    a) Account Aging

    b) Paid Out

    c) Due Back

    d) Shortages

    e) Hot List

    f) E.D.C. Machine

    g) City Ledger

    h) GDS

    i) Posting

    j) PMS   (10x3)

UNIT - I

II. Write in details about the role of Computers in Front Office Operations?   (10)

III. Discuss the elements of credit monitoring in a large hotel.   (10)

UNIT - II

IV. Write in details about Front Office Accounting Fundamental?   (10)

V.   Differentiate between 'Guest Accounts' and Non Guest Accounts'.   (10)

UNIT - III

VI. Write in detail the different methods of guest account settlement.   (10)

VII. Describe the duties and responsibilities of Night Auditor.   (10)

UNIT - IV

VIII.   Explain the room key control in hotel. List the do's and don'ts in case of fire.

(5+5)

IX.   Write the basic conversation (five sentences) at reception of hotel in French. (10)

x-x-x