

Printed Pages: 3

NBHM-403/HMCT-403

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

Paper ID : 174403

Roll No.

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B.H.M.C.T.

Theory Examination (Semester-IV) 2015-16

FRONT OFFICE OPERATIONS-IV

Time : 3 Hours

Max. Marks : 100

1. Define the following.

- (a) Travellers Cheque
- (b) Guest history card
- (c) Black-listed guest
- (d) No-show
- (e) SPATT
- (f) Pager
- (g) Overstay
- (h) Follow-up

Section-A

UPTU NOTES

(10×2 = 20)

(1)

P.T.O.

- (i) Passport
- (j) USP

Section-B

2. Attempt Any five Questions. (5×10 = 50)

- (a) Discuss the difference between debit card and credit card settlement.
- (b) Guest history card is a tool for marketing a hotel. Discuss.
- (c) What precautions should the front desk cashier take while accepting currency notes, credit card, travel agent voucher for settling guest account?
- (d) Define guest complaints. What are their types?
- (e) Discuss passport and its types.
- (f) Describe the procedure involved in extinguishing fire in the hotel.
- (g) Explain the procedure of allotment and surrendering of safety locker.
- (h) Describe Visa and its types.

(2)

Section-C

Attempt any two questions.

(2×15 = 30)

3. Write a note on :
 - (i) Guest satisfaction & delight
 - (ii) Follow up procedures.
4. Suppose you are a cashier at the front desk of a hotel and a group of people comes with fire arms to rob the cash. How will you handle the situations? Explain with the help of examples.
5. Draw a format of foreign currency encashment certificate and foreign currency control sheet.

(3)