

No. of Printed Pages : 03

Roll No.

D-174

B.H.M. EXAMINATION, Dec. 2017

(Fourth Semester)

(Re-appear Only)

(BHM)

BHM-208

FRONT OFFICE OPERATION

Time : 3 Hours]

[Maximum Marks : 70

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

(3-18/3) M-D-174

P.T.O.

Unit I

1. Explain the Check-In Process of a Foreign Guest in a five star hotel. **14**
2. Enlist the functions performed from Bell Desk with suitable examples. **14**

Unit II

3. How electronic key system is better than hard key system ? **14**

Unit III

5. Describe in detail the steps involved in the Check-out procedure of a guest. **14**
6. Write a detailed note on Foreign Exchange Handling. **14**

Unit IV

7. What do you understand by Guest Folio ? Give the detailed process of preparing it. **14**
8. Write notes on the following : **7×2=14**
 - (a) City Ledger
 - (b) Cash Paid Out.