PAPER ID-310010

Subject Code: HMCT503

Roll No: | | | | | | | | | | | | | |

BHMCT
(SEM-V) THEORY EXAMINATION 2020-21
FRONT OFFICE OPERATION-V

Time: 3 Hours ***Total Marks: 100***

Note: 1. Attempt all Sections.

2. Read instructions of each section carefully. Marks are written in each section alongside the questions.

SECTION A

1. Attempt *all* questions in brief. 2 x10 = 20

a. Scanty Baggage
b. Allowance
c. Voucher
d. Discount
e. Credit limit
f. VTL
g. City ledger
h. FOREX
i. Currency of Japan
j. Currency of Kuwait

SECTION B

2. Attempt any *three* of the following: 10 x 3 = 30

a) Discuss the procedure followed by front office cashier in cash of accepting Travel. agent voucher for settling guest bill.
b) Define VTL with proper format.
c) What are the differences between traveler's cheque and personal cheque?
d) Name any Ten countries with their capital and currency. Discuss its importance for the country.
e) Discuss the importance of inter-departmental communication with Food production, & House Keeping department.

SECTION C

3. Attempt any *one* part of the following: 10 x 1 = 10

(a) What are the different modes of Payments in Hotels? Explain in detail
(b) "Foreign currency improves the Economy of any nation". Explain the process of handling foreign currencies in five-star hotels.

4. Attempt any *one* part of the following: 10 x 1 = 10

(a) What is the procedure of Starting & ending the shifts in Five-star Hotel? Explain.
(b) " Advancement in technology has led the hospitality organization to a new horizon, where front office personnel can work with ease." What is the different software which are used in hotels now a days? Explain.

5. Attempt any *one* part of the following: 10 x 1 = 10

(a) Why do we require Safety locker facilities in Five-star hotels? Discuss the operational procedures.
(b) What is paid out voucher? Prepare a format of paid out voucher.

6. Attempt any *one* part of the following: 10 x 1= 10

(a) Explain in detail the checkout procedure in five-star hotels.
(b) "During various operations in five-star hotels, adverse situations may arise". What precautions should we take handling such adverse situations?

7. Attempt any *one* part of the following: 10 x 1= 10

(a) What is City ledger? Enlist the various importance & uses of city ledger in Hospitality organizations.
(b) Explain in detail about the FOREX encashment procedure.