BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(MID SEMESTER EXAMINATION)

CLASS: BHMCT   SEMESTER: V/ADD
BRANCH: HMCT   SESSION : MO/2018

SUBJECT : HM5027 FRONT OFFICE OPERATION - III

TIME: 1.5 HOURS   FULL MARKS: 25

INSTRUCTIONS:
1. The total marks of the questions are 30.
2. Candidates may attempt for all 30 marks.
3. In those cases where the marks obtained exceed 25 marks, the excess will be ignored.
4. Before attempting the question paper, be sure that you have got the correct question paper.
5. The missing data, if any, may be assumed suitably.

Q1   (a) What is due back?   [2]
     (b) Overage and Shortage, which condition is beneficial for hotel and why?   [3]

Q2   (a) What is the difference between overstay and stay over?   [2]
     (b) A guest needs to check out early in the morning, what method would you suggest for a   [3]
          speedy check out? What precaution will you take in this method.

Q3   (a) What are the various stages of Guest Life Cycle.   [2]
     (b) Explain the task performed by F.O. Accounting in each stage of Guest Life Cycle.   [3]

Q4   (a) What precaution you will take while check in of a Scanty Baggage Guest?   [2]
     (b) What is Account Allowance Voucher?   [3]

Q5   (a) What is Night Audit?   [2]
     (b) What is a No-Show Report? Why it is important in Hotel Industry?   [3]

Q6   (a) Why System back up is required in Hotel Industry?   [2]
     (b) What is discrepancy report? Why it is important to find discrepancy in room status?   [3]

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