CLASS: BHMCT   **SEMESTER: V**
BRANCH: BHMCT   **SESSION : MO/2019**

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) Distinguish between account and float.   [2]
    (b) Describe the day of Cashier in Front Office.   [3]

Q2 (a) What is the meaning of brining guest account to Zero?   [2]
    (b) Elaborate the method of settlement in Front Office.   [3]

Q3 (a) Interpret T in account in Front Office.   [2]
    (b) Identify the factors of tracking transaction.   [3]

Q4 (a) Draw a form used for Foreign exchange encashment in Front Office.   [2]
    (b) Interpret the use of Foreign exchange encashment.   [3]

Q5 (a) Write the formula to calculate (i) ARR and (ii) RevPAR.   [2]
    (b) Explain the use of Night Audit in Front Office.   [3]

Q6 (a) What is the meaning of bucket check?   [2]
    (b) Discuss the components of Night Audit Report.   [3]

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