

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(MID SEMESTER EXAMINATION SP/2023)

CLASS: BHMCT
BRANCH: HMCT

SEMESTER : VI
SESSION : SP/2023

SUBJECT: HM314 FRONT OFFICE MANAGEMENT - II
TIME: 02 Hours

FULL MARKS: 25

INSTRUCTIONS:

1. The question paper contains 5 questions each of 5 marks and total 25 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Tables/Data handbook/Graph paper etc., if applicable, will be supplied to the candidates
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		CO	BL
Q.1(a)	Define Express Check-out.	[2] I	I
Q.1(b)	Differentiate between Advance Payment and Prepayment.	[3] I	IV
Q.2(a)	Define Cash Bank	[2] I	I
Q.2(b)	Differentiate between Late Check-out and Late Charges.	[3] I	IV
Q.3(a)	Define Account Transfer voucher.	[2] II	I
Q.3(b)	Differentiate between Account Correction and Account Allowance Voucher	[3] II	IV
Q.4(a)	Define Restricted Money Changer.	[2] II	I
Q.4(b)	Discuss the option to bring guest account balance to zero.	[3] II	I
Q.5(a)	Define High Risk Account.	[2] III	I
Q.5(b)	Justify "Front Office Department is face of Hotel"	[3] III	VI

.....28/02/2023.....M