

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI  
(END SEMESTER EXAMINATION)**

**CLASS: HMCT  
BRANCH: BHMCT**

**SEMESTER : VI  
SESSION : SP/2023**

**SUBJECT: HM314 FRONT OFFICE MANAGEMENT - II**

**TIME: 3 Hours**

**FULL MARKS: 50**

**INSTRUCTIONS:**

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
  2. Attempt all questions.
  3. The missing data, if any, may be assumed suitably.
  4. Before attempting the question paper, be sure that you have got the correct question paper.
  5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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		CO	BL
Q.1(a)	How would you evaluate the responsibilities of a Front Office Cashier in terms of their effectiveness in managing financial transactions and providing exceptional customer service?	[5] I	VI
Q.1(b)	How would you analyze the role and responsibilities of a Front Office Clerk during the guest check-out process.	[5] I	V
Q.2(a)	How would you analyze the process that a hotel should follow when receiving foreign exchange, including the necessary steps and precautions to be taken.	[5] II	V
Q.2(b)	How would you analyze and compare the concepts of Account Correction, Account Allowance, and Transfer Voucher in accounting, including their unique features, purposes, and the specific scenarios in which they would be used?	[5] II	V
Q.3(a)	Can you classify and describe what is meant by a High-Risk Account in the context of Hotel Financial Management, and how does this type of account pose risks and challenges to Hotel businesses?	[5] III	IV
Q.3(b)	Can you examine and explain the responsibilities and importance of the Night Auditor in a hotel, including their critical tasks and duties related to reconciling daily financial transactions, preparing reports, and ensuring accuracy in financial records and statements?	[5] III	IV
Q.4(a)	Can you categorize and illustrate the different types of customers that Front Office staff may encounter, and how should they adapt their communication style and service approach to handle each type of customer.	[5] IV	IV
Q.4(b)	How would you analyze and evaluate the LAST approach, which is used by hospitality staff to handle guest complaints, including the specific steps involved in it.	[5] IV	V
Q.5(a)	How would you analyze and justify the reasons why hotels allow credit purchases, including the benefits and risks associated with extending credit to customers, and what is the role of the credit control department in managing credit transactions, and minimizing credit-related risks for the hotel?	[5] V	V
Q.5(b)	Can you evaluate and compare the different methods and techniques of credit control used in hotels, and how effective are these methods in managing credit risk and ensuring timely payments from customers?	[5] V	VI

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