

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(MID SEMESTER EXAMINATION SP/2024)

CLASS: BHMCT
BRANCH: HMCT

SEMESTER : VI
SESSION : SP/2024

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)	Differentiate between Overage and Shortage?	[2]	CO1	BL1
Q.1(b)	What is Cash bank?	[3]	CO1	BL2
Q.2(a)	Discuss the role of Front office Cashier?	[2]	CO1	BL1
Q.2(b)	What is the difference between Overstay and Stayover?	[3]	CO1	BL2
Q.3(a)	Discuss the ways to minimize Late charges?	[2]	CO1	BL1
Q.3(b)	List out the steps to control credit in case of guest with Scanty baggage?	[3]	CO2	BL5
Q.4(a)	What is a Split folio?	[2]	CO2	BL2
Q.4(b)	Write a note on foreign exchange procedure followed in Front office operations?	[3]	CO2	BL7
Q.5(a)	Define Voucher and its use in hotel operations?	[2]	CO2	BL1
Q.5(b)	What precaution should the Front desk cashier take, while accepting credit card?	[3]	CO2	BL2

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