

BHMCT (4 Year) 2020-21 4th Semester

Examination, May-2025

FRONT OFFICE OPERATION

Paper-20BHMCT404

Time allowed : 3 hours]

[Maximum marks : 80

Note : Attempt six questions in all, Question No. 1 is compulsory.

1. Explain the following : 2×10=20
- (a) Express Check-in
 - (b) Bound book system of registration
 - (c) Safety Awareness
 - (d) Accident Report Form
 - (e) Emergency Key
 - (f) Form FX-B
 - (g) BTC
 - (h) Correction voucher
 - (i) Split Folio
 - (j) Cash Paid out

2. Giving the format of C form, explain the registration process of a foreigner guest. ✓
3. Why registration of Guest is essential ? Explain different systems of registration. ✓
4. What are major causes of fire in a hotel ? Discuss the strategies adopted by hotels to curb fire. ✓
5. What are different types of keys ? Put a descriptive note on key control mechanism followed by hotels. ✓
6. Explain the step by step procedure of guest check out at cashier's desk. ✓
7. Write note on :
 - (a) Express Check out
 - (b) Foreign Encasement Certificate
8. What is folio ? Explain different types of folio.