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End Semester Examination, December 2024

Program BHMCT – 5th Semester

Front Office Operations-IV (HMCT 305A)

Time: 2.5 hrs.

Max Marks: **50**

Note: *All Questions are compulsory. Marks are indicated against each question.*

PART-A

Q.1

(a) Define FRRO

[CO-1] [L-1] **2**

(b) Define the term folio.

[CO-1] [L-1] **2**

(c) Explain the term BTC.

[CO-1] [L-1] **2**

(d) Define Guest Ledger.

[CO-1] [L-1] **2**

(e) Define Non Guest Accounts.

[CO-1] [L-1] **2**

(f) Explain the term VISA

[CO-1] [L-1] **2**

(g) What does the term "check-out" mean?

[CO-1] [L-] **2**

2x5

PART-B

Q.2

Describe what "modes of settlement" represent.

[CO-2] [L-2] **10**

OR

The many settlement options are deliberated and settled upon at a specific stage. What are these modalities and what is that stage? Describe

[CO-2] [L-2] **10**

Q.3

Explain the distinctions between credit and cash payments with examples. [CO-3] [L-2] **10**

OR

Give an explanation of the different types of guest complaints and provide examples to illustrate each.

[CO-3] [L-2] **10**

Q.4

The front office's accounts cycle coincides with the guest cycle. Describe the relationship in both steps.

[CO-4] [L-2] **10**

OR

Describe the different steps required in receiving "foreign exchange" as payment and provide a definition.

[CO- 4] [L-2] **10**

Q.5

Can a hotel accept foreign currency as payment? If yes, what rules and regulations apply to it?

[CO-4] [L-2] **10**

OR

There are different types of check-outs that a guest can opt for. Explain and differentiate between Self check out and Express-check-out.

[CO- 5] [L-2] **10**