School of Hospitality
Bachelor of Hotel Management
Mid Term Examination - May 2024

Duration : 90 Minutes
Max Marks : 50

Sem IV - I1UB404C - Front Office Operations

General Instructions
Answer to the specific question asked
Draw neat, labelled diagrams wherever necessary
Approved data hand books are allowed subject to verification by the Invigilator

1) Classify MMS and elucidate its purpose within the context of PMS.   K2 (2)

2) Contrast Fidelio and Micros systems in hotel management.   K1 (3)

3) Outline the challenges encountered by hotels when selecting and implementing PMS.   K2 (4)

4) Differentiate between fully automated and semi-automated accounting systems.   K2 (6)

5) Utilize various modes of settlement in hotel transactions and assess their advantages and disadvantages.   K3 (6)

6) Build models to understand the advantages and limitations of fully automated accounting systems in hotels.   K3 (9)

7) Dissect the function of the reservation module in a PMS.   K4 (8)

8) Contrast and compare Guest Folio and City Ledger in hotel accounting.   K4 (12)

OR

Contrast and compare PMS and POS systems in hotel management.   K4 (12)