

School of Hospitality

**Bachelor of Hotel Management
Semester End Examination - Jul 2024**

**Duration : 180 Minutes
Max Marks : 100**

I1UB404C - I1UB401C Front Office Operations_Sem IV

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) List the duties typically undertaken by a night auditor during a shift. K1(2)
- 2) Interpret the relevance of HRACC in hotel management. K2(4)
- 3) Utilize audit procedures like REVPAR and ARR to assess hotel performance and propose enhancement measures. K2(6)
- 4) Organize the credit policy of a hotel and analyze its implications for operations and guest relations. K3(9)
- 5) Identify the functions of a night auditor and utilize them to ensure financial accuracy and security in hotel operations. K3(9)
- 6) List various types of folios used in hotel management. K5(10)
- 7) Distinguish between Micros and Amadeus in hotel operations. K4(12)
- 8) Explain the importance and process of a guest's weekly bill. K5(15)
- 9) Perceive the potential impact of emerging technologies such as biometrics, AI-powered surveillance, and blockchain on hotel security, audit procedures, and emergency response capabilities. K5(15)
- 10) Elaborate the role of security personnel in handling emergency situations such as theft and fire in a hotel, emphasizing their responsibilities and coordination with other staff members. K6(18)