School of Hospitality and Tourism
Summer Term Examination – July - August 2024

[Programme: BHM/ B. Sc Hotel Management]   [Semester: IV)   [Batch: I]

Course Title: **FRONT OFFICE OPERATIONS**	Max Marks: 100
Course Code: **BSCH2007 / I1UB401C**	Time: 3 Hrs.

Instructions: 1. *All questions are compulsory.*

2. *Assume missing data suitably, if any.*

		K Level	COs	Marks
SECTION-A (15 Marks)		**5 Marks each**		
1.	Define Call Accounting.	K1	CO1	5
2.	Define the term House limit.	K1	CO2	5
3.	What is City folio?	K1	CO3	5
SECTION-B (40 Marks)		**10 Marks each**		
4.	Explain the Night auditor module of front office.	K2	CO1	10
5.	Discus the various functions of front office accounting.	K2	**CO2**	10
6.	The front desk cahier is the image builder of the hotel. Comment.	K2	CO3	10
7.	Differentiate between Folio and Ledger	K2	C02	10
SECTION-C (45 Marks)		**15 Marks each**		
8.	Hotel automation leads to the efficient management of hotel resources and to greater guest satisfaction. Discuss in details.	K4	CO1	15
9.	Explain the different types of vouchers prepared by the front office with formats.	K5	CO2	15
10	Explain the departure procedure and various points to keep in mind while preparing guest bills.	K6	CO3	15