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BHMCT
(SEM VII) THEORY EXAMINATION 2023-24
FRONT OFFICE OPERATIONS V

TIME: 3 HRS

M.MARKS: 70

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. Attempt all questions in brief. 2 x 7 = 14

a.	Define Guest Ledger.
b.	What do you mean by yield management?
c.	What do you mean by rack rate?
d.	What is VTL?
e.	Define Night Auditing.
f.	Define Forex Rate.
g.	Define overbooking.

SECTION B

2. Attempt any three of the following: 7 x 3 = 21

a.	What are the documents required for foreign currency exchange.
b.	Explain the step by step Check out Procedure.
c.	Describe the duties and responsibilities of Night Auditor.
d.	Draw the format for Foreign Currency Encashment Certificate.
e.	Draw a neat format of city ledger.

SECTION C

3. Attempt any one part of the following: 7 x 1 = 7

a.	Enlist the factors to be considered for settling a guest account by foreign currency.
b.	Explain the procedure of guest departure and settlement of bill by credit card.

4. Attempt any one part of the following: 7 x 1 = 7

a.	Explain the automated night audit process in detail
b.	Write the advantages and disadvantages of traveler's cheque.

5. Attempt any one part of the following: 7 x 1 = 7

a.	Write at least ten country's currency name.
b.	Explain the concept of yield management in your own words.

6. Attempt any one part of the following: 7 x 1 = 7

a.	How does discount allocation play an essential role in room sales?
b.	Explain the procedure of foreign exchange encashment procedure.

7. Attempt any one part of the following: 7 x 1 = 7

a.	Explain in detail the different types of Folios used in Front Office Accounting.
b.	Explain PMS in detail.