

C 43121

(Pages : 2)

Name.....

Reg. No.....

**SECOND SEMESTER (CBCSS—UG) DEGREE EXAMINATION
APRIL 2023**

B.H.A.

BHA 2B 02—FRONT OFFICE OPERATIONS—THEORY

(2019—2022 Admissions)

Time : Two Hours

Maximum : 60 Marks

Part A*Short answer type questions, each carries 2 marks -12 questions (Ceiling 20)*

1. What is bell desk ?
2. What is commercial hotel ?
3. What is transposition error in night auditing ?
4. What is city ledger ?
5. What is transfer voucher ?
6. What do you mean by missing folios ?
7. What is check out ?
8. What is master folio ?
9. What is Self-Check Out ?
10. What is guaranteed reservation ?
11. What is correction voucher ?
12. Define front office cash sheet.

Part B*Paragraph type questions carries 5 marks - 7 questions (Ceiling 30)*

13. Describe the end of day procedure in night audit.
14. Explain the classification of hotels on the basis of duration of guest stay.
15. Explain the various features of entrance and lobby of a five-star hotel.

Turn over

16. Explain the procedures for the VIP guest arrivals in the hotel.
17. Write down the step by step procedure of check-out.
18. Explain the basic types of folios used in front office accounting system.
19. Explain the procedure for mail delivery in a hotel.

Part C

Essay type questions carries 10 marks -1 out of 2.

20. Draw a neat organizational structure of the front office department of a five-star hotel. List the duties of a front office supervisor.
21. What do you mean by a meal plan? Explain different meal plans offered by hotels.