

**D 103700**

(Pages : 2)

Name.....

Reg. No.....

**SECOND SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
APRIL 2024**

B.H.A.

BHA 2B 02—FRONT OFFICE OPERATIONS—THEORY

(2019—2023 Admissions)

Time : Two Hours

Maximum : 60 Marks

**Part A**

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

1. What is business centre ?
2. What is residential hotel ?
3. What is Concierge ?
4. What do you mean by posting ?
5. What is non guest folio ?
6. What is cash bank ?
7. What is employee folio ?
8. What is account aging ?
9. What is late check-out ?
10. What is paid out voucher ?
11. Define par in accounts.
12. What is supplemental transcript ?

**Turn over**

**Part B**

*Paragraph type questions, each question carries 5 marks - 7 questions.  
(Ceiling 30)*

13. Explain the credit control measures during occupancy.
14. The reservation section plays an important role in increasing efficiency of the hotel. Elaborate.
15. Differentiate between tariff and plan.
16. Describe the manual and semi-automated accounting system.
17. What are the procedures for issuing safe deposit locker ?
18. Explain the various types of folios used in the front office.
19. List the basic steps involved in preparing a night audit.

**Part C**

*Essay types questions carries 10 marks.  
(one out of two)*

20. Enlist the factors to be considered for settling a guest account by foreign currency.
21. What is wake-up call ? Explain the wake-up call procedure in detail.

(1 × 10 = 10 marks)