

Model Question Paper
BHM303 Sub: - Front Office Management-III

2nd Yr, III Semester
Time: 3Hrs

Marks: 75

Part A

Answer any FIVE of the following Questions

5x5=25m

1. Does front office act as a money exchange center, if so, why explain in detail?
2. Briefly explain the evolution of computer in hotel industry?
3. What is express checkout?
4. What is guest folio?
5. Briefly explain about guest accounts?
6. What is guest account transfer?
7. What is the use of safe deposit locker in front office?
8. What is night auditing?

Part B

Answer All Questions

5x10=50m

9. [A] What is guest folio and non guest folio?
Or
[B] Write the processes of guest account settlement?
10. [A] What is Non automated, semi automated and fully automated?
Or
[B] What are the duties and responsibilities of bell captain?
11. [A] What is electronic front office?
Or
[B] What are various types of guest account settlements?
12. [A] What is express checkout? How does express checkout help guest?
Or
[B] write about the importance of Reservation and also Explain the types of Reservations?
13. [A] Discuss the Functions of Night Auditing
Or
[B] Elaborate emergency situations what the steps will take during the emergency Situations?

