



NBQ-010-004403

Seat No. _____

Second Year B. H. T. M. (Sem. IV) (CBCS) Examination

April / May - 2017

**4.3 : Advance Front Office - I
(New Course)**

Faculty Code : 010

Subject Code : 004403

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) Question No. 1 is compulsory. Attempt any four questions from Q. 2 to Q. 6.
(2) The maximum marks are assigned in front of each question.

- 1** Define the following terms : **14×1=14**
- (a) Daily and Supplemental transcripts.
 - (b) House limit
 - (c) Floor limit
 - (d) BAG PULL
 - (e) FRRO
 - (f) Marginal Pricing
 - (g) DNCO
 - (h) Audit posting formula
 - (i) Account Integrity
 - (j) Audit work time
 - (k) Cash Banks
 - (l) Ledger
 - (m) Stay Over
 - (n) Differential Rate.
- 2** Do as directed : **14**
- (a) Write a note on Role of Front office in security function and control of room keys. **5**
 - (b) Define the following : **2**
 - (i) Market condition approach
 - (ii) Cost Based Pricing.

	(c) State any five methods of establishing room rates under Cost based pricing method and explain bottom up approach.	7
3	Do as directed :	14
	(a) Write a note on Credit control policy of hotels.	5
	(b) Define the following :	2
	(i) Rooming list	
	(ii) Late charge.	
	(c) State the modes of settlement of bills practiced in front office and explain any two modes with drawing algorithm for checkout procedure.	7
4	Do as directed :	14
	(a) Write a note on Guest Services and explain any five facilities in brief.	7
	(b) Enlist the steps under registration procedure of Walk-in guest.	7
5	Do as directed :	14
	(a) Write a note on guest accounting cycle and explain maintenance of guest account.	7
	(b) Explain the night audit process and enlist the steps in sequence of night audit.	7
6	Enlist some unusual situations generally faced in hotels and explain briefly the ways of dealing with those situations.	14

