



MBP-010-004403

Seat No. _____

Second Year B. H. T. M. (Sem. IV) (CBCS) Examination
April / May - 2018

4.3 : Advance Front Office - I
(Old Course)

Faculty Code : 010

Subject Code : 004403

Time : **3** Hours]

[Total Marks : **70**

- Instructions :** (1) Attempt all questions.
(2) The maximum marks are assigned of each question.

1 Define the following terms : **14×1=14**

- (a) Ledger
- (b) Cash Banks
- (c) Audit Work Time
- (d) FRRO
- (e) Marginal Pricing
- (f) Audit posting formula
- (g) DNCO
- (h) Account Integrity
- (i) Daily & Supplemental transcripts
- (j) BAG PULL
- (k) Floor limit
- (l) House limit
- (m) Rooming List
- (n) Late Charge

2 Do as directed : **14**

- (a) Write a note on Departure procedure in fully automated system. **7**
- (b) 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. **7**
 - (b) Explain the sequential procedure of Foreign exchange in hotels. **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 pre-registration activities. **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**
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