



**MBP-BHTM-AFO1-4.3** Seat No. \_\_\_\_\_

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

**March / April - 2018**

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

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) All questions carry equal marks.  
(2) The maximum marks are assigned in front of each question.  
(3) All questions are compulsory.  
(4) Attempt any one question from Question 5 and Question 6.

- 1** Define the following terms : **14×1=14**
- (a) Retrieving Folios
  - (b) Cash Banks
  - (c) Allowances
  - (d) FRRO
  - (e) Marginal Pricing
  - (f) Late charges
  - (g) DNCO
  - (h) Travel Agent Voucher
  - (i) Miscellaneous Charge voucher
  - (j) Discounts
  - (k) Floor limit
  - (l) House limit
- 2** Do as directed : **5+2+7=14**
- (A) Write a note on Departure procedure in fully automated system. **5**
  - (B) Define the following : **2**
    - (i) Differential Rate Method
    - (ii) Price taking approach
  - (C) State five methods of establishing room rates under Market condition approach and explain Top down pricing. **7**

- 3** Do as directed : **5+2+7=14**
- (A) Write a note on Credit control policy of hotels. **5**
- (B) Define the following: **2**
- (i) Express Checkout notification
- (ii) Stay Over
- (C) Explain the sequential procedure of Foreign exchange in hotels **7**
- 4** Do as directed : **7+7=14**
- (A) Write a note on creative options for registration practiced in hotels in today's day. **7**
- (B) Enlist the steps under pre-registration activities. **7**
- 5** Do as directed : **5+9=14**
- (A) Explain in brief all the modes of settlement of bills practiced in hotels. **5**
- (B) Write a short note on PMS and explain briefly all the modules used under this system. **9**
- 6** Explain in detail types of complaints faced in hotels and even relate it with one example of each. Suggest the handling practices for such type of complaints and even write how the follow up is done. **14**
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