



SG – 577

IV Semester B.H.M. Examination, September/October 2021
(F+R) (CBCS) (2016 – 17 and Onwards)
HOTEL MANAGEMENT
Paper – 4.4 : Front Office Management – III

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Number the answers **correctly**.
2) Draw formats **wherever** necessary.

SECTION – A

1. Answer **any five** sub questions. **Each** question carries 2 marks each. (5×2=10)
- What is PMS ?
 - Explain continental plan.
 - What is cash advance voucher ?
 - Write name of 2 reservation reports.
 - What is cut off date ?
 - What are 'Late Charges' ?
 - Explain credit limit.

SECTION – B

- Answer **any three** questions. **Each** question carries 6 marks. (3×6=18)
- Explain Accounting systems.
 - Write a note on turn away guests.
 - How are computers useful in front office operations ?
 - Explain room selling techniques.
 - Explain the role of GRE.

SECTION – C

- Answer **any three** questions. **Each** question carries 14 marks. (3×14=42)
- Write a note on methods of payments while checking out.
 - Explain CRS and its modules.
 - How rooms are reserved in a hotel ? What are the different types of reservations ? Explain.
 - What are the responsibilities of a night auditor.
 - What is a voucher ? Explain the types of vouchers.