BHMCT   (Sem.–3)
FRONT OFFICE OPERATION-III
Subject Code : BH-207
M.Code : 14534

Time : 3 Hrs.   Max. Marks : 30

INSTRUCTION TO CANDIDATES :
1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying $2^1/_2$ (Two and Half) marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

Write briefly :

1. CRS

2. GDS

3. PMS

4. Paid out

5. City ledger

6. Point of sale

7. Master folio

8. Guest cycle

9. VTL

10. Check out

SECTION-B

11. Define property management system and its advantages.

12. Explain the consideration for selecting PMS and explain the application of PMS.

13. Explain the importance of Front Office Accounting System.

14. Enlist the different phases of guest cycle.

15. Define the steps involved in the checkout procedure.

SECTION-C

16. Explain in detail the concept of express checkout with a neat format.

17. Explain the concept of Front Office Accounting System with special emphasis on guest cycle.

18. Write a detailed note on the various procedures involved at the checkout time of the guest.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.