



CB – 465

IV Semester B.H.M. Examination, Aug./Sept. 2023
(Repeaters) (CBCS) (2016-17 and Onwards)
HOTEL MANAGEMENT
Paper – 4.4 : Front Office – III

Time : 3 Hours

Max. Marks : 70

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

SECTION – A

Answer **any five** sub-questions. **Each** sub-question carries **two** marks. (5×2=10)

1. a) Expand MAP.
- b) Define overstay.
- c) What is retention charge ?
- d) Define due back.
- e) What is delinquent account ?
- f) Expand Rev PAR.
- g) Define over booking.

SECTION – B

Answer **any three** questions. **Each** question carries **six** marks. (3×6=18)

2. List the various procedures followed for tracking guest transactions.
3. Explain the role of GRE in brief.
4. Write a short note on MICE.
5. List the important features of CAS.
6. Differentiate between upselling and discounts. Why do hotels upsell ?

P.T.O.



SECTION – C

Answer **any three** questions. **Each** question carries **fourteen** marks. (3×14=42)

7. What is Night Audit ? Explain the process of Night Audit.
 8. Explain the different types of welcome procedures followed in star hotels and list its importance.
 9. Explain the procedures to be followed during late check-out.
 10. List out the various responsibilities of concierge.
 11. Explain the role of computers in hotel operations.
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