

Roll No. ....

**12522**

**MHMCT 3rd Semester 2 Yr. (N.S.) 2016-17  
Examination – February, 2022**

**FRONT OFFICE-II**

**Paper : 17MHM23C2**

*Time : Three hours ]*

*[ Maximum Marks : 80*

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*Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.*

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**Note :** Attempt *five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

**UNIT – I**

1. Draw the flow chart of check out procedure in a fully automated system.
2. What is express checkout ? Write the procedure followed in express checkout with its advantages.

**UNIT – II**

3. Define Auditing. Discuss some of the typical reports generated during night audit in a five star hotel.

4. Explain the various objectives of credit control measures and what credit control measures are taken by hotels at check out ?

### **UNIT – III**

5. What is yield ? How will you apply the concept of yield management to maximise revenue in hotel industry ?
6. Define Yield. Discuss the various advantages and disadvantages of yield management.

### **UNIT – IV**

7. Distinguish between safety and security. Discuss the various safety and security practices followed in a hotel.
  8. What are various types of keys and locks used in hotels and how the movement of keys is controlled ?
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