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BHSHSC 254

**Credit Based IV Semester B.Sc.(HS) Degree
Examination, September 2022
FRONT OFFICE MANAGEMENT – III**

Time : 3 Hours

Max. Marks : 80

PART – A

I. Answer **any ten** of the following :

(10×2=20)

- a) Over stay
- b) PABX
- c) Voucher
- d) Credit limit
- e) Account correction
- f) Theft
- g) Wake up devices
- h) HIS
- i) Pager
- j) Vandalism
- k) Credit card validator
- l) Electronic key card.

PART – B

II. Answer **any four** of the following :

(4×15=60)

- 1) Write short notes on :
 - a) FAX
 - b) POS
 - c) E-mail.

5

5

5

P.T.O.



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| 2) Duties and responsibilities of : | |
| a) Duty Manager | 5 |
| b) FOA | 5 |
| c) GRE. | 5 |
| 3) Explain different types of keys and key control procedures. | 15 |
| 4) Who is Night Auditor ? What are the responsibilities of Night Auditor. | 15 |
| 5) Dealing with : | |
| a) An accident | 5 |
| b) First aid | 5 |
| c) Sickness. | 5 |
| 6) Write notes on : | |
| a) MIS | 5 |
| b) PMS | 5 |
| c) SDL. | 5 |
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