

DHOTRM

Term-End Examination

June, 2012

BCR-074 : HOSPITALITY MODULE II

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. (a) What are the key functions of a night auditor ? **10**
- (b) Why is audit carried out at night provide the answer with list of reports generated by the night auditor ? **10**
2. How is 'Uniform System of Accounting' different from normal business accounting ? **20**
3. Write short notes on *any two* of the following : **10+10**
 - (a) Paid Outs
 - (b) City ledger
 - (c) Travel agent voucher.

4. (a) Explain procedure for accepting credit card as 'advance payment' at the time of arrival. 10
(b) List step by step procedure of accepting a credit card at the time of departure of a guest. 10
5. What are the precautions that would be followed while selecting a cleaning agent for following : $4 \times 5 = 20$
(a) Marble floor
(b) Wooden table
(c) Bathroom tiles
(d) Glass surface
6. (a) What are liqueurs ? 10
(b) List five liqueurs ? 10
7. (a) What is fermentation ? 10
(b) What is distillation ? 10
8. Give five recipes of cocktail made with vodka. 20
9. As a duty manger, how will you deal with following :
(a) a guest reports that he has lost his watch from the room. 10
(b) an employee reports that there is fire on the third floor. 10