ROLL No...............

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE   :   2nd Semester of Post Graduate Diploma in
                      Accommodation Operations & Management
SUBJECT   :   Front Office Management
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100
_____
(Marks allotted to each question are given in brackets)
_____

Q.1.   What is meant by "tourist"? Explain different components of tourism industry.
                                                                (3+7=10)

Q.2.   Draw a neat layout of a hotel lobby. Explain its key features.
                                  OR
       Draw the layout of back office area. List **ten** different office equipment used in front office.
                                                                (5+5=10)

Q.3.   Explain the process of F.I.T. checkout with necessary format.
                                                                (10)

                                  OR
       Explain in brief the following:
       (a)   Express Checkout   (b)   Foreign Currency Exchange
                                                                (5+5=10)

Q.4.   Write short notes (**any two**):
       (a)   Property Management system   (b)   Up selling techniques
       (c)   Key control system
                                                                (2x5=10)

Q.5.   What are the different ways of settlement of guest bills in a hotel? Explain **any one**.
                                                                (10)

Q.6.   Give the formula for:
       (a)   ARR   (b)   %age of occupancy   (c)   %age of walk-in
       (d)   Rev Par   (e)   %age of No-shows
                                                                (5x2=10)

Q.7. Explain any **two** modules of Property Management System used in Front Office Operations.

OR

Write in brief about the Key Control System and procedure.

(10)

Q.8. Explain how to handle the following situation (**any two**):
   (a) Bomb threat in hotel   (b) Murder in the room
   (c) Earthquake   (d) Fire in the building
   (e) Theft by hotel guest

(2x5=10)

Q.9. Write one sentence answer (**any ten**):
   (a) Concierge   (b) Paging   (c) Foyer   (d) City ledger
   (e) Murphy bed   (f) C-form   (g) MICE   (h) Lanai
   (i) CVGR   (j) Cabana   (k) F.F.I.T. (l) Express Check-out

(10x1=10)

Q.10. Fill in the blanks:
   (a) _____ is the key that opens all doors in all guest floor including double locked door.
   (b) Internationally accepted cheque that can be exchanged for goods and services are called _____.
   (c) _____ is the form filled up during registration for foreign national.
   (d) _____ is the method of time saving technique used during check out.
   (e) The highest printed room rate is called _____.
   (f) _____ is an example of property management system used in hotel.
   (g) Guest Feed-back form is generally filled during _____.
   (h) _____ is the first phase of guest cycle.
   (i) The term used for making changes in the existing guest booking is called _____.
   (j) _____ is the term referred to use for selling higher category rooms to guest in beginning.

(10x1=10)

****