

ROLL No.....

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

COURSE : 3rd Semester of 3-year B.Sc. in H&HA
SUBJECT : Front Office Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Explain different types of vouchers prepared by Front Office.

OR

What is a folio? Discuss types of folios used in hotels and draw a sample guest folio.

(10)

Q.2. "Departure plays a very important role in creating a lasting impression in the hotel guests mind and helps create repeat business". Explain the process of departure for a guest in a 5-star hotel with the help of neat diagrams of **any two** format used in the process.

(6+2+2=10)

OR

Draw neat formats of **any one** of the following:

- (a) Express Check Out Form
- (b) Foreign Currency Encashment Certificate

(5+5=10)

Q.3. What are the credit control measures adopted in hotels?

(10)

Q.4. Explain step by step method of night audit process.

(10)

Q.5. Differentiate between (**any two**):

- (a) Credit settlement and cash settlement
- (b) Traveler's cheque and travel agent voucher
- (c) Debit Card and Credit Card

(2x5=10)

Q.6. (a) What are the advantages of using PMS in hotel?

(b) Explain salient features of Fidelio and Amadeus.

(5+5=10)

Q.7. Discuss evacuation procedure in case of bomb threat in a hotel.

(10)

OR

Explain the procedure of handling safe deposit lockers by front office. What procedure is adopted for its allocation to the guest and its surrender by the guest?

(5+5=10)

Q.8. Explain the following in one or two lines:

- | | |
|--------------------------|-----------------------------|
| (a) Charge privilege | (b) Account ageing |
| (c) Non guest account | (d) Visitors tabular ledger |
| (e) Account allowance | (f) Point of sale |
| (g) High balance account | (h) Due back |
| (i) Pick up error | (j) Late charge |

(10x1=10)

Q.9. **A** Translate into French:

- | | |
|---------------------------|----------------------------------|
| (a) I want to book a room | (b) May I help you? |
| (c) What is your name? | (d) Welcome to our hotel, Madam. |
| (e) Do you speak English? | |

B Write **any five** measures adopted in hotel for ensuring safety and security in the premises.

(5+5=10)

Q.10. Fill in the blanks:

- Hotels should obtain license from _____ to deal with foreign currency.
- Credit limit established by the hotel is _____.
- Amount of money given to cashier at the start of each shift is _____.
- Accounts that are older than 90 days are considered as _____ accounts.
- _____ is an evidence of transaction.
- _____ key opens all door locks even if they are double locked.
- The arbitrary stopping point of a business day is known as _____.
- The full form of CVGR is _____.
- The process in which supply of oxygen is stopped to extinguish fire is known as _____.
- A fire outbreak due to electrical short circuit is classified as Class _____ fire.

(10x1=10)
