

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2013-2014

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. What are the specific functions of a Front Office Accounting System during each stage of the Guest Cycle?

OR

Explain in detail the different types of Folios used in Front Office Accounting.

(10)

Q.2. Explain the step by step Check out Procedure.

OR

Enlist the factors to be considered for settling a guest account by foreign currency.

(10)

Q.3. How will you settle a Guest account by Credit Card? Give **four** names of International Credit Cards.

(8+2=10)

Q.4. Discuss the scope and elements of Cash and Credit Control in a Five Star Hotel.

(10)

Q.5. Describe the duties and responsibilities of Night Auditor.

(10)

Q.6. Differentiate between **any two**:

- (a) VTL & GWB
- (b) Overage & Shortage
- (c) Express Check Out & Self Check Out
- (d) Paid Out Voucher & Transfer Voucher

(2x5=10)

Q.7. Effective Key Control can help eliminate major Security threats. Justify. (10)

OR

Write short notes on:

- (a) Safe Deposit
- (b) Theft by Hotel Staff

(5+5=10)

Q.8. Explain the following in one line:

- | | |
|----------------------------|------------------------|
| (a) Zeroing out | (b) Account ageing |
| (c) Floor limit | (d) Traveller's cheque |
| (e) Encashment certificate | (f) POS |
| (g) Bucket check | (h) Due back |
| (i) Ledger | (j) Cash bank |

(10x1=10)

Q.9. Match the following:

- | | |
|------------------------|-----------------------------|
| (a) City Ledger | (i) GDS |
| (b) Fidelio | (ii) Travel Agent's Voucher |
| (c) E-Key | (iii) No Post Status |
| (d) Late charges | (iv) Payment slip |
| (e) Credit card | (v) Posting error |
| (f) Account correction | (vi) Emergency |
| (g) High balance | (vii) Non guest account |
| (h) Amadeus | (viii) PMS |
| (i) PIA | (ix) Post check out |
| (j) Direct billing | (x) Guest credit limit |

(10x1=10)

Q.10. (a) Translate the following in English:

- (i) Signez ici, s'il vous plait.
- (ii) Bon après midi, monsieur!
- (iii) Je voudrais une chambre
- (iv) Quel est votre nom?
- (v) Parlez vous anglaise, mademoiselle?

(b) Mention the factors to be considered by a hotel before selecting a PMS.

(5+5=10)
