

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2016-2017**

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Front Office Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. What is PMS? How PMS helps in co-ordination and accuracy in maintaining smooth functioning of a hotel?  
(10)

Q.2. Differentiate between (**any two**):  
(a) PSO and POS  
(b) Guest ledger and city ledger  
(c) Debit card and credit card  
(2x5=10)

Q.3. Define the following terms in one or two sentences:  
(a) Amadeus (b) Folio  
(c) Travel agent voucher (d) VPO  
(e) Age analysis (f) Cash float  
(g) Self check-in (h) Date roll process  
(i) D-card (j) System update  
(10x1=10)

Q.4. What are the objectives of cash and credit control? Discuss.  
(10)

Q.5. Account settlement is important. Which are the various modes of settling the guest account?

**OR**

What do you understand by late checkouts? How do you reduce late charges?  
(10)

Q.6. Auditing day to day transactions gives a clear picture of accounting. How hotel audit is done? Explain the night audit process.  
(5+5=10)

Q.7. How would you handle the following situations? (**any two**):

- (a) Bomb threat
- (b) Fire in a room
- (c) Security measures for female travelers

(2x5=10)

Q.8. Draw a format of cash sheet and explain it in brief.

**OR**

Discuss guest accounting system problem.

(10)

Q.9. What is procedure for 'Express Check-out'? List its advantages.

(5+5=10)

Q.10. Give appropriate term for:

- (a) Account opens in the name of organisation.
- (b) Accounts approaching their credit limit.
- (c) Guest on 'No Post Status'.
- (d) Evidence of transaction.
- (e) Place from where goods are sold or services are rendered in a hotel.
- (f) Folio depicting common charges for the group.
- (g) Internal restrictions put by the hotel/house on the credit.
- (h) Group of similar accounts.
- (i) Non-resident guest using services of the hotel are.
- (j) A charge imposed by the hotels on guest who do not check-out is.

(10x1=10)

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