

ROLL No.....

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

COURSE : 3<sup>rd</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. 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)

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