

ROLL No.....

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

COURSE : 4th 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 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)
