

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

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 the role of Front Office staff in ensuring the safety & security of guest?

OR

Explain different types of vouchers prepared by front office.

(10)

Q.2. Explain in detail credit control measures adopted in hotels.

(10)

Q.3. (a) Explain procedure of cash control in hotels.
(b) Write short notes on Fidelio and Amadeus.

OR

As a Front Desk employee, how will you deal with?

(a) Theft in the guest room
(b) Bomb threat in the hotel

(5+5=10)

Q.4. Draw the formats of following:

(a) Allowance voucher
(b) VTL
(c) Visitors paid out
(d) Guest folio

(4x 2 ½ =10)

Q.5. What is late check-out? How can late check-out be minimized?

(4+6=10)

Q.6. Differentiate between:

(a) Travellers cheque and Demand draft.
(b) Credit settlement and Cash settlement.

(5+5=10)

- Q.7. (a) What are pick up and transposition errors?
(b) What is PMS? Name **any ten** reports prepared through PMS. (5+5=10)

OR

Explain the functions performed during Night Audit. (10)

- Q.8. Write short notes on:
(a) City ledger (b) Master folio (c) Voucher
(d) Guest account (e) House limit (5x2=10)

OR

List precautions while accepting:
(a) Currency notes (b) Credit cards (c) Travel agent voucher (3+4+3=10)

- Q.9. Give one word answers for:
(a) Amount of money given to a cashier at the start of each shift.
(b) Situation that occurs when a cashier pays out more than he/she receives.
(c) A method for tracking due amounts according to the date the charges originated.
(d) Accounts that are older than 90 days are considered.
(e) City ledger account that is within current billing period.
(f) The process of recording transactions on a folio.
(g) A deferred payment transaction.
(h) The process used to balance the revenue center department.
(i) Report listing any discrepancies between front desk and housekeeping room status.
(j) The guest outstanding account balance is transferred from a guest account to a non-guest account. (10x1=10)

- Q.10. I Translate into French:
(a) I want to make a reservation.
(b) May I help you?
(c) Welcome to our hotel sir.
(d) Kindly shift my room.
(e) This is your room key madam. (5x1=5)

II Write short note on Modern Key Control techniques. (5)
