ROLL No................

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

COURSE   :   4th Semester of 3-year B.Sc. in H&HA
                          2nd Year 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.   List type of computers with an example each. Explain features of Fidelio as a PMS.

(10)

Q.2.   Discuss the guest cycle keeping in mind the accounting fundamentals.

(10)

OR

Draw and explain the formats of:
(a)   T form cash book
(b)   Cash book
(c)   Petty cash disbursement
(d)   Allowance voucher

(4x2 ½ =10)

Q.3.   Discuss the methods by which cash and credit can be controlled in hotel operations.

OR

Explain Visitors tabular ledger with the help of a format.

(10)

Q.4.   Discuss the various steps of a "check-out" procedure.

OR

What are the various methods of a guest account settlement?

(10)

Q.5.   Explain the various types of possible frauds in hotel operations.

(10)

Q.6.   List duties and responsibilities of a night auditor.

(10)

Q.7.   Explain the step-by-step procedure of guest check-out through credit card.

(10)

OR

Differentiate between:
(a)   Travelers' cheque and ordinary cheque
(b)   Express check-out and self-check-out
(c)   Discount and allowance

(4+4+2=10)

Q.8.   (a)   What are the do's and don'ts in case of fire?
(b)   How will you handle food poisoning of a guest?

(5+5=10)

Q.9.   What steps can a hotel take to protect the hotels and the guest belongings from getting stolen?

(10)

Q.10.   Give the French for:
(a)   Good Morning
(b)   Yes Sir
(c)   Welcome
(d)   Friday
(e)   See you tomorrow
(f)   Have a nice day
(g)   Your baggage please
(h)   May I help you Madam?
(i)   Good Evening
(j)   How are you?

(10x1=10)

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