

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2017-2018**

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. List and describe **five** commonly found “Property Management System” in hotels.  
**OR**  
Identify and explain the factors a hotel has to consider in purchase of a “Property Management System”.  
(10)
- Q.2. Enumerate and explain the different types of vouchers used in a hotel.  
**OR**  
List and describe the different types of folios used by the front office and accounts department of a hotel.  
(10)
- Q.3. Differentiate between (**any two**):  
(a) Guest allowance and guest discount  
(b) Horizontal tabular ledger and vertical tabular ledger  
(c) Voucher and folio  
(d) Skipper and sleeper  
(2x5=10)
- Q.4. Describe the step-by-step departure procedure in a manual/semi-automatic hotel system.  
(10)
- Q.5. Discuss how cash and credit control is beneficial for both guests and hotel.  
(10)
- Q.6. List and briefly describe the duties and responsibilities of a night auditor.  
(10)
- Q.7. Describe briefly how you would handle **any two** of the following emergency situations?  
(a) Accident (b) Guest illness (c) Fire (d) Bomb threat on telephone  
(2x5=10)

Q.8. **A** Translate the following sentences from French to English:

- (a) Ma chambre est à quel étage?
- (b) Je voudrais commander un café pour deux personnes
- (c) La télévision ne fonctionne pas
- (d) Appelez rapidement le médecin!
- (e) Merci de votre aide!

**B** Give the French equivalent words for following:

- (a) Bathroom
- (b) Swimming pool
- (c) Key
- (d) Room
- (e) Elevator

(5+5=10)

Q.9. Write short notes on **any ten** of the following:

- (a) EFTPOS
- (b) Express Check-out
- (c) Travel Agent's Voucher
- (d) Foreign currency encashment certificate
- (e) Late check-out fee
- (f) Domestic occupancy %
- (g) Grand master key
- (h) First aid
- (i) GDS
- (j) Interface
- (k) Cashier's imprest money
- (l) Types of fire

(10x1=10)

Q.10. **A** State whether True or False.

- (i) ELS stands for "Emergency Locking System".
- (ii) A master key opens the double-locked doors of all hotel rooms.
- (iii) In fully automated hotels, the computerized system automatically carries out system updates.
- (iv) When a guest misplaces his room key outside the hotel, the situation is called "lock out".
- (v) Balance in the charge-card account, unlike credit card account, cannot be rolled-over to the next billing cycle.

**B** Fill in the blanks:

- (a) Opera and Fidelio are the products of \_\_\_\_\_ company.
- (b) Removal of air/oxygen from the scene of fire is called \_\_\_\_\_.
- (c) A guest charge that reaches the front office cashier after the guest has already departed is known as \_\_\_\_\_.
- (d) An airline issues \_\_\_\_\_ to its crew so that they can get room and meals.
- (e) An inter-change in the place of digits while posting charges in an account is called \_\_\_\_\_ error.

(5+5=10)

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