

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2018-2019**

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. Justify the importance of safety and security in hotel. How would you handle bomb threat situation in hotel?

**OR**

Explain proper key and access control in hotel.

(10)

Q.2. How can a Front Office staff prevent fraud while handling the following?

- (a) Bill to Company
- (b) Travellers Cheque
- (c) Credit Cards
- (d) Travel Agent's Voucher
- (e) e-payment

(5x2=10)

Q.3. What is front office guest accounting? Explain the various systems of front office accounting.

(3+7=10)

Q.4. Define the following (**any five**):

- (a) City ledger
- (b) Master folio
- (c) Day book
- (d) High balance account
- (e) Self check out
- (g) House limit
- (h) Account aging

(5x2=10)

Q.5. Define PMS. Justify the role of information technology in hospitality.

(2+8=10)

**OR**

Explain the credit control measure at various stages of guest cycle.

(10)

Q.6. What is night auditing? List the duties of night auditor. (3+7=10)

Q.7. Write short notes on the following (**any two**):  
(a) Factors to be kept in mind while purchasing PMS for hotel.  
(b) Methods of guest account settlement  
(c) Express check out process (2x5=10)

Q.8. Explain hotel check out process for group in the form of flow chart.  
**OR**  
Explain step by step hotel check out process by accepting credit card. (10)

Q.9. Draw the format of the following (**any two**):  
(a) Paid out voucher  
(b) Travel agent voucher  
(c) Correction voucher  
(d) Room and rate change voucher (2x5=10)

Q.10. **A** Translate the following in French:  
(i) We have three standard category of room available.  
(ii) Good morning. How may I assist you?  
(iii) The room is on the eleventh floor.  
(iv) May I have your passport please?  
(v) Your room number is one hundred one.

**B** Fill in the blanks:  
(i) \_\_\_\_\_ is extended to in-houseguests for availing food & beverages, laundry, telephone services, entertainment services.  
(ii) On departure, the guest folio or account has to be \_\_\_\_\_.  
(iii) \_\_\_\_\_ form of cash book will have payments on right hand side and receipts on left hand side.  
(iv) Front office cash report and night auditor's summary report is also called as \_\_\_\_\_.  
(v) \_\_\_\_\_ key gives access to all guest room doors of hotel. (5+5=10)

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