

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

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 do you mean by the term voucher? Explain **any four** types of vouchers.
OR
What is a folio? Explain **any four** types of folio. (2+8=10)
- Q.2. Explain the process of need analysis in the selection of a PMS.
OR
Explain **any five** modules of a PMS. (10)
- Q.3. Differentiate between (**any two**):
(a) Travellers' cheque and personal cheque
(b) Credit card and debit card
(c) Guest ledger and city ledger (2x5=10)
- Q.4. What are the objectives of cash and credit control in front office? Mention the credit control measures during reservation and check in stages of guest cycle. (4+6=10)
- Q.5. Explain the step by step process of guest check out at the bell desk and cashier's desk. (4+6=10)
- Q.6. Elaborate on the process of night auditing in front office. (10)
- Q.7. Explain the steps to be taken for **any two** of the following situations:
(a) Death in the hotel
(b) Foreign currency exchange by front office cashier
(c) Express check-out (2x5=10)
- Q.8. Explain the following terms (**any five**):
(a) House limit (b) Floor limit (c) No post status
(d) Due bank (e) Overage (f) Shortage
(g) Self-check-out (5x2=10)
- Q.9. Give one word for the following:
(a) Group of similar accounts.
(b) Amount disbursed on behalf of guest.
(c) Place form where goods and services are provided in a hotel.
(d) Arbitrary time decided for night audit.
(e) Accounts that have already or are approaching their credit limit.
(f) The process of recording transaction on a guest folio.
(g) A charge that reaches the front desk or is posted into guest accounts after his or her departure.
(h) A room status term indicating that a guest is being allowed to check out later than the hotel's standard check-out time.
(i) To settle in full, the balance of a folio as the guest checks out.
(j) A guest who intentionally does not settle his or her account and leaves the hotel without informing the guest. (10x1=10)
- Q.10. **A** Translate into English:
(i) Mon Plaisir (ii) Merci beaucoup (iii) À votre service
(iv) Bonne nuit madame (v) Bienvenue monsieur
- B** Translate into French:
(i) I am sorry sir (ii) How are you, Ma'am? (iii) See you soon
(iv) Sign here, please (v) Good afternoon, sir. (5+5=10)
