

ROLL No.....

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

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. Explain the functions of a Front Office Accounting System during different stages of the Guest Cycle.

OR

Mention the factors to be considered by a hotel before selecting a PMS. (10)

Q.2. Enlist the factors to be considered for settling a guest account by foreign currency.

OR

Check-out and settlement procedures compliments each other. Discuss the statement in detail. (10)

Q.3. What precautions should the front desk cashier take, while accepting the following?

- (a) Currency notes
- (b) Credit cards
- (c) Traveller's cheque
- (d) Travel agent's voucher
- (e) Bill to company

(5x2=10)

Q.4. Discuss the scope and elements of Cash and Credit Control in a Five Star Hotel. (10)

Q.5. How do the concepts of cross-referencing and account integrity govern the front office audit process? What information does a daily and supplemental transcript report provide? (10)

Q.6. As a Front Desk Employee, list steps to be followed in case of a bomb threat. (10)

OR

Explain the procedure of handling safe deposit lockers. What procedure is adopted for its allocation to the guest and its surrender by the guest? (5+5=10)

Q.7. Effective Key Control can help eliminate major security threats. Justify. (10)

OR

Write short notes on:

- | | | |
|------------------|--------------------------|----------|
| (a) Safe Deposit | (b) Theft by Hotel Staff | (5+5=10) |
|------------------|--------------------------|----------|

Q.8. Explain the following in **one or two** lines:

- | | | |
|------------------------|------------------|-----------|
| (a) Account ageing | (b) Zeroing out | (10x1=10) |
| (c) Ledger | (d) POS | |
| (e) Late charge | (f) Floor limit | |
| (g) Cash bank | (h) Split folio | |
| (i) Accounting formula | (j) Bucket check | |

Q.9. Match the following:

- | | | |
|------------------------|-----------------------------|-----------|
| (a) City Ledger | (i) GDS | (10x1=10) |
| (b) Fidelio | (ii) Travel Agent's Voucher | |
| (c) E-Key | (iii) No Post Status | |
| (d) Late charges | (iv) Payment slip | |
| (e) Credit card | (v) Posting error | |
| (f) Account correction | (vi) Emergency | |
| (g) High balance | (vii) Non guest account | |
| (h) Amadeus | (viii) PMS | |
| (i) PIA | (ix) Post check out | |
| (j) Direct billing | (x) Guest credit limit | |

Q.10. (a) Translate the following in English:

- (i) Signez ici, s'il vous plait.
- (ii) Bon après midi, monsieur!
- (iii) Je voudrais une chambre
- (iv) Quel est votre nom?
- (v) Parlez vous anglaise, mademoiselle?

(b) Explain the automated night audit process in detail. (5+5=10)
