

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

(Marks allotted to each question are given in brackets)

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)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2014-2015

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 is the role of Front Office staff in ensuring the safety & security of guest?
OR
Explain different types of vouchers prepared by front office. (10)
- Q.2. Explain in detail credit control measures adopted in hotels. (10)
- Q.3. (a) Explain procedure of cash control in hotels.
(b) Write short notes on Fidelio and Amadeus.
OR
As a Front Desk employee, how will you deal with?
(a) Theft in the guest room
(b) Bomb threat in the hotel (5+5=10)
- Q.4. Draw the formats of following:
(a) Allowance voucher
(b) VTL
(c) Visitors paid out
(d) Guest folio (4x 2 ½ =10)
- Q.5. What is late check-out? How can late check-out be minimized? (4+6=10)
- Q.6. Differentiate between:
(a) Travellers cheque and Demand draft.
(b) Credit settlement and Cash settlement. (5+5=10)

- Q.7. (a) What are pick up and transposition errors?
(b) What is PMS? Name any ten reports prepared through PMS. (5+5=10)

OR

Explain the functions performed during Night Audit. (10)

- Q.8. Write short notes on:
(a) City ledger (b) Master folio (c) Voucher
(d) Guest account (e) House limit (5x2=10)

OR

List precautions while accepting:
(a) Currency notes (b) Credit cards (c) Travel agent voucher (3+4+3=10)

- Q.9. Give one word answers for:
(a) Amount of money given to a cashier at the start of each shift.
(b) Situation that occurs when a cashier pays out more than he/she receives.
(c) A method for tracking due amounts according to the date the charges originated.
(d) Accounts that are older than 90 days are considered.
(e) City ledger account that is within current billing period.
(f) The process of recording transactions on a folio.
(g) A deferred payment transaction.
(h) The process used to balance the revenue center department.
(i) Report listing any discrepancies between front desk and housekeeping room status.
(j) The guest outstanding account balance is transferred from a guest account to a non-guest account. (10x1=10)

- Q.10. I Translate into French:
(a) I want to make a reservation.
(b) May I help you?
(c) Welcome to our hotel sir.
(d) Kindly shift my room.
(e) This is your room key madam. (5x1=5)

II Write short note on Modern Key Control techniques. (5)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2015-2016

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 procedure to be followed, while doing Need Analysis.
OR
Discuss the factors to be considered for the purchase of PMS by a 5-star deluxe hotel. (10)
- Q.2. Explain the various credit control procedures followed during the process of reservation and registration. (10)
- Q.3. Explain the following in one or two sentences (any ten):
(a) End of the day (b) Zero-out
(c) Late charge (d) Pre-authorization
(e) CVGR (f) BAR
(g) Credit list (h) PMS
(i) Biometrics (j) Allowance
(k) Paid out (l) EDC machine (10x1=10)
- Q.4. Draw formats for (any two):
(a) ECO form
(b) Encashment certificate
(c) Cash sheet
(d) VTL (2x5=10)
- Q.5. Explain in detail (any two):
(a) Accounts ageing (b) High balance report (c) City ledger (2x5=10)

- Q.6. Describe the duties and responsibilities of Night Auditor.
OR
What is the importance of Night Auditing? List the steps involved. (10)
- Q.7. Answer in one word:
(a) Credit limit established by the hotel _____.
(b) Process of recording transaction on a guest folio _____.
(c) Amadeus is an example of _____.
(d) _____ records all transactions made by the group.
(e) A guest leaving the hotel without paying them intentionally _____.
(f) Hotels should obtain license from _____ to deal with foreign currency.
(g) Amount given to cashier at the start of each shift is _____.
(h) Accounts that are older than 90 days are considered as _____ accounts.
(i) _____ key opens all door locks even if they are double locked.
(j) _____ is an evidence of transaction. (10x1=10)
- Q.8. Explain the various guest account settlement methods during check-out. (10)
- Q.9. (a) What are the do's and don'ts in case of fire?
(b) Write short notes on theft by hotel staff. (5+5=10)
- Q.10. Give the French for:
(a) Good Afternoon (b) Yes, Sir
(c) Welcome (d) Friday
(e) See you tomorrow (f) April and May
(g) Good Evening (h) How are you?
(i) Thanks a lot (j) What is your name? (10x1=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2016-2017

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 is PMS? How PMS helps in co-ordination and accuracy in maintaining smooth functioning of a hotel? (10)

Q.2. Differentiate between (any two):
(a) PSO and POS
(b) Guest ledger and city ledger
(c) Debit card and credit card (2x5=10)

Q.3. Define the following terms in one or two sentences:
(a) Amadeus (b) Folio
(c) Travel agent voucher (d) VPO
(e) Age analysis (f) Cash float
(g) Self check-in (h) Date roll process
(i) D-card (j) System update (10x1=10)

Q.4. What are the objectives of cash and credit control? Discuss. (10)

Q.5. Account settlement is important. Which are the various modes of settling the guest account?

OR

What do you understand by late checkouts? How do you reduce late charges? (10)

Q.6. Auditing day to day transactions gives a clear picture of accounting. How hotel audit is done? Explain the night audit process. (5+5=10)

Q.7. How would you handle the following situations? (any two):
(a) Bomb threat
(b) Fire in a room
(c) Security measures for female travelers (2x5=10)

Q.8. Draw a format of cash sheet and explain it in brief.
OR
Discuss guest accounting system problem. (10)

Q.9. What is procedure for 'Express Check-out'? List its advantages. (5+5=10)

Q.10. Give appropriate term for:
(a) Account opens in the name of organisation.
(b) Accounts approaching their credit limit.
(c) Guest on 'No Post Status'.
(d) Evidence of transaction.
(e) Place from where goods are sold or services are rendered in a hotel.
(f) Folio depicting common charges for the group.
(g) Internal restrictions put by the hotel/house on the credit.
(h) Group of similar accounts.
(i) Non-resident guest using services of the hotel are.
(j) A charge imposed by the hotels on guest who do not check-out is. (10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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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 complements 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)

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

Q.9. Match the following:

- | | |
|------------------------|----------------------------------|
| (a) City Ledger | (i) GDS |
| (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 (10x1=10) |

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)

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