Q.1. Explain different types of vouchers prepared by Front Office.

OR

What is a folio? Discuss types of folios used in hotels and draw a sample guest folio.

(10)

Q.2. “Departure plays a very important role in creating a lasting impression in the hotel guests mind and helps create repeat business”. Explain the process of departure for a guest in a 5-star hotel with the help of neat diagrams of any two format used in the process.

(6+2+2=10)

OR

Draw neat formats of any one of the following:
(a) Express Check Out Form
(b) Foreign Currency Encashment Certificate

(5+5=10)

Q.3. What are the credit control measures adopted in hotels?

(10)


(10)

Q.5. Differentiate between (any two):
(a) Credit settlement and cash settlement
(b) Traveler’s cheque and travel agent voucher
(c) Debit Card and Credit Card

(2x5=10)

Q.6. (a) What are the advantages of using PMS in hotel?
(b) Explain salient features of Fidelio and Amadeus.

(5+5=10)
Q.7. Discuss evacuation procedure in case of bomb threat in a hotel.  

OR

Explain the procedure of handling safe deposit lockers by front office. What procedure is adopted for its allocation to the guest and its surrender by the guest?  

(10)

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

(a) Charge privilege
(b) Account ageing
(c) Non guest account
(d) Visitors tabular ledger
(e) Account allowance
(f) Point of sale
(g) High balance account
(h) Due back
(i) Pick up error
(j) Late charge

(10x1=10)

Q.9. A Translate into French:

(a) I want to book a room
(b) May I help you?
(c) What is your name?
(d) Welcome to our hotel, Madam.
(e) Do you speak English?

B Write any five measures adopted in hotel for ensuring safety and security in the premises. 

(5+5=10)

Q.10. Fill in the blanks:

(a) Hotels should obtain license from __________ to deal with foreign currency.
(b) Credit limit established by the hotel is __________.
(c) Amount of money given to cashier at the start of each shift is __________.
(d) Accounts that are older than 90 days are considered as __________ accounts.
(e) __________ is an evidence of transaction.
(f) __________ key opens all door locks even if they are double locked.
(g) The arbitrary stopping point of a business day is known as __________.
(h) The full form of CVGR is __________.
(i) The process in which supply of oxygen is stopped to extinguish fire is known as __________.
(j) A fire outbreak due to electrical short circuit is classified as Class __________ fire.

(10x1=10)

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