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)

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