

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
(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)
