NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

COURSE : Diploma in Front Office Operation
SUBJECT : Hotel Accounts
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Briefly explain (any five):
   (a) Twin room  (b) Check out  (c) Guest Folio
   (d) Vouchers   (e) House limit  (f) VPO
   (g) Walk-in guest (h) Night auditing (i) Motel
   (j) Occupancy percentage

   (5x5=25)

Q.2. Describe the following:
   (a) Duplex   (b) No show   (c) Continental plan  (d) Skipper

   (4x5=20)

Q.3. Answer any four:
   (a) What are the various types of ledgers used in hotel?
   (b) What is uniform accounting system? Discuss.
   (c) Explain revenue producing department in a hotel.
   (d) What are the advantages of Visitor Tabular Ledger?
   (e) How are computers useful in hotels?

   (4x5=20)

Q.4. Answer the following (any three):
   (a) What are the advantages of NCR Machine?
   (b) What is the basis of fixing room rate? Explain.
   (c) Who is Night Auditor and what are his duties? Explain in detail.
   (d) Classify ledgers used in hotels accounting system in front office department.

   (3x7=21)

Q.5. Match the following:
   (a) Transient hotel  (i) VPO
   (b) Allowance        (ii) Airport
   (c) E.P.            (iii) Plan of accommodation only
   (d) Rack rate       (iv) Room Tariff
   (e) Cash advance on behalf of guest  (v) Alcoholic beverage
   (f) No show        (vi) Unsatisfactory services
   (g) BOT            (vii) Retention charges

   (7x1=7)

CODE: HA/03/MAY/15/NC
Q.6. Fill in the blanks:
   (a) The hotel earns major revenue from the sale of __________.
   (b) American Plan includes __________.
   (c) The full form of VTL is __________.
   (d) CRS stands for __________.
   (e) KOT stands for __________.
   (f) “Hubbart Formula” is used for computing __________ in a hotel.
   (g) A twin bedroom has __________ separate single beds.

(7x1=7)