Q.1. List and describe five commonly found “Property Management System” in hotels. 
OR 
Identify and explain the factors a hotel has to consider in purchase of a “Property Management System”. 

(10)

Q.2. Enumerate and explain the different types of vouchers used in a hotel. 
OR 
List and describe the different types of folios used by the front office and accounts department of a hotel. 

(10)

Q.3. Differentiate between (any two):
(a) Guest allowance and guest discount 
(b) Horizontal tabular ledger and vertical tabular ledger 
(c) Voucher and folio 
(d) Skipper and sleeper 

(2x5=10)


(10)

Q.5. Discuss how cash and credit control is beneficial for both guests and hotel. 

(10)

Q.6. List and briefly describe the duties and responsibilities of a night auditor. 

(10)

Q.7. Describe briefly how you would handle any two of the following emergency situations? 
(a) Accident (b) Guest illness (c) Fire (d) Bomb threat on telephone 

(2x5=10)
Q.8. A  Translate the following sentences from French to English:
(a) Ma chambre est à quel étage?
(b) Je voudrais commander un café pour deux personnes
(c) La télévision ne fonctionne pas
(d) Appelez rapidement le médecin!
(e) Merci de votre aide!

B  Give the French equivalent words for following:
(a) Bathroom  (b) Swimming pool  (c) Key
(d) Room  (e) Elevator

Q.9. Write short notes on any ten of the following:
(a) EFTPOS  (b) Express Check-out
(c) Travel Agent’s Voucher  (d) Foreign currency encashment certificate
(e) Late check-out fee  (f) Domestic occupancy %
(g) Grand master key  (h) First aid
(i) GDS  (j) Interface
(k) Cashier’s imprest money  (l) Types of fire

Q.10. A  State whether True or False.
(i) ELS stands for “Emergency Locking System”.
(ii) A master key opens the double-locked doors of all hotel rooms.
(iii) In fully automated hotels, the computerized system automatically carries out system updates.
(iv) When a guest misplaces his room key outside the hotel, the situation is called “lock out”.
(v) Balance in the charge-card account, unlike credit card account, cannot be rolled-over to the next billing cycle.

B  Fill in the blanks:
(a) Opera and Fidelio are the products of __________ company.
(b) Removal of air/oxygen from the scene of fire is called __________.
(c) A guest charge that reaches the front office cashier after the guest has already departed is known as __________.
(d) An airline issues __________ to its crew so that they can get room and meals.
(e) An inter-change in the place of digits while posting charges in an account is called __________ error.

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