Q.1. Explain the check-out procedure in detail. (10)

Q.2. Why does the control of cash and credit lead to better financial management? OR
Explain the various methods of bill settlement at the time of check-out. (10)

Q.3. Elucidate the process of Night Audit in detail. (10)

Q.4. Explain the primary functions of front office accounting system highlighting the different accounts and folios used. OR
Discuss the evolution of front office accounting from non-automated to fully-automated system. (10)

Q.5. Write short notes on the following:
(a) Front Office Cash Sheet
(b) Establishing an End of Day
(c) Guest Credit Monitoring
(d) Cross Referencing

(4x2 ½ =10)

Q.6. Differentiate between the following:
(a) Late charge and late check-out
(b) Overage and shortage
(c) Floor limit and house limit
(d) PMS and GDS
(e) A folio and B folio

(5x2=10)

Q.7. Elaborate how front office can ensure Guest Safety & Security? OR
Effective key control is the primary tool for the Guest Safety. Justify. (10)

Q.8. Enlist the basic guidelines to be adopted for prevention of accidents in hotels. OR
Mention the actions to be taken by the front office in case fire breaks out at midnight on the guest floor during full occupancy in a five-star hotel. (10)

Q.9. Arrange and re-write the following sentences in the correct order:
(i) Je m'appelle Macy, j'ai une réservation, pour trois nuits et pour deux personnes.
(ii) De rien avec plaisir, bon séjour !
(iii) Bonjour Madame. Puis-je vous aider?
(iv) Oui Madame, Ces sont vos clés, pour la chambre numéro 1001.
(v) Merci beaucoup Monsieur.

(5x1=5)

B Define PMS. Give examples of three popular PMS used in the hotels globally. (2+3=5)

Q.10. Match the following:
(a) Delinquent account
(b) Supplemental transcript
(c) Zeroing out
(d) Incidental folio
(e) Guest weekly bill
(f) High balance
(g) Bucket check
(h) Non guest folio
(i) Guest ledger
(j) PIA guests

(i) Night audit
(ii) Semi-permanent folio
(iii) No post status
(iv) Transient ledger
(v) 90 days older
(vi) Long stay guest
(vii) Check out
(viii) Non room revenue charges
(ix) Non guest account
(x) Credit monitoring

(10x1=10)