

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2019-2020**

COURSE : 3<sup>rd</sup> 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 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. **A** 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 numero 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: (10x1=10)
- |                             |                                 |
|-----------------------------|---------------------------------|
| (a) Delinquent account      | (i) Night audit                 |
| (b) Supplemental transcript | (ii) Semi-permanent folio       |
| (c) Zeroing out             | (iii) No post status            |
| (d) Incidental folio        | (iv) Transient ledger           |
| (e) Guest weekly bill       | (v) 90 days older               |
| (f) High balance            | (vi) Long stay guest            |
| (g) Bucket check            | (vii) Check out                 |
| (h) Non guest folio         | (viii) Non room revenue charges |
| (i) Guest ledger            | (ix) Non guest account          |
| (j) PIA guests              | (x) Credit monitoring           |

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