ROLL No…………….

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

COURSE   :   3rd 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.   What is PMS? Explain in detail **any four** software that a PMS is interfaced with.
                                                                    (2+8=10)

Q.2.   Check-out procedures and settlement procedures are synonymous.   Discuss the statement in detail.
                                                                        (10)

Q.3.   What are the elements of an effective billing and collection process?   How tracking uncollectible accounts improve internal control?
                                                                    (5+5=10)

OR

What precautions should the front desk cashier take, while accepting the following?
(i)   Currency notes
(ii)   Credit cards
(iii)   Traveller's cheque
(iv)   Travel agent's voucher
(v)   Bill to company
                                                                    (5x2=10)

Q.4.   Describe **any three** potential check-out problems at front desk and give their solutions.
                                                                        (10)

Q.5.   Explain the automated night audit process in detail.
                                                                        (10)

OR

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?
                                                                    (5+5=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.   Explain the following in **one or two** lines:

(a)	Account ageing	(b)	Amadeus
(c)	Account allowance	(d)	Accounting formula
(e)	Split folio	(f)	Charge privilege
(g)	Occupancy report	(h)	Late charge
(i)	City ledger	(j)	Late check-out

(10x1=10)

Q.8.   Draw the neat formats of the following (**any two**):
(a)   E.C.O. form   (b)   Guest folio   (c)   Front office cash sheet

(2x5=10)

Q.9.   **A**   Fill in the blanks:

(a) _____ is the amount of cash and checks in the cashier's drawer, minus the amount of the initial cash bank.

(b) In semi-automatic systems of accounting _____ card verifies the zero balance.

(c) _____ records all transactions made by the group.

(d) _____ is a process where credits/debits incurred by one account are manually or automatically transferred to another account.

(e) Fidelio has additional software called_____ for extra protection.

B   Give one word for the following:

(i) A permanent supply of cash given to the cashier at each point of sale.

(ii) Credit limit established by the hotel.

(iii) Transaction requiring posting to a guest account after his departure.

(iv) An arbitrary stopping point of the business day.

(v) Process of recording transaction on a guest folio.

(5+5=10)

Q.10. **A**   Translate into French:

       (a)   A week has seven days.
       (b)   Do you speak English, Sir?
       (c)   Please give us the bill.
       (d)   May I come in?
       (e)   Are we late?

     B   Translate into English:

       (i)   Quel est le tariff?
       (ii)   Combien de roupies pour un dollar?
       (iii)   Aaplelez-moi a sept heures, s'll vous plait.
       (iv)   J'ai retenu une chamber en mon nom.
       (v)   Oul je comprends.

                                           (5+5=10)

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