NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE   :   4th 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 procedure to be followed, while doing Need Analysis.
OR
Discuss the factors to be considered for the purchase of PMS by a 5-star deluxe hotel.

(10)

Q.2.   Explain the various credit control procedures followed during the process of reservation and registration.

(10)

Q.3.   Explain the following in one or two sentences (**any ten**):
(a)   End of the day   (b)   Zero-out
(c)   Late charge   (d)   Pre-authorization
(e)   CVGR   (f)   BAR
(g)   Credit list   (h)   PMS
(I)   Biometrics   (j)   Allowance
(k)   Paid out   (l)   EDC machine

(10x1=10)

Q.4.   Draw formats for (**any two**):
(a)   ECO form
(b)   Encashment certificate
(c)   Cash sheet
(d)   VTL

(2x5=10)

Q.5.   Explain in detail (**any two**):
(a)   Accounts ageing   (b)   High balance report (c)   City ledger

(2x5=10)

Q.6.   Describe the duties and responsibilities of Night Auditor.

OR

What is the importance of Night Auditing? List the steps involved.

(10)

Q.7.   Answer in one word:
   (a)   Credit limit established by the hotel_____.
   (b)   Process of recording transaction on a guest folio_____.
   (c)   Amadeus is an example of _____.
   (d)   _____ records all transactions made by the group.
   (e)   A guest leaving the hotel without paying them intentionally _____.
   (f)   Hotels should obtain license from _____ to deal with foreign currency.
   (g)   Amount given to cashier at the start of each shift is _____.
   (h)   Accounts that are older than 90 days are considered as _____ accounts.
   (i)   _____ key opens all door locks even if they are double locked.
   (j)   _____ is an evidence of transaction.

(10x1=10)

Q.8.   Explain the various guest account settlement methods during check-out.

(10)

Q.9.   (a)   What are the do's and don'ts in case of fire?
   (b)   Write short notes on theft by hotel staff.

(5+5=10)

Q.10. Give the French for:
   (a)   Good Afternoon   (b)   Yes, Sir
   (c)   Welcome   (d)   Friday
   (e)   See you tomorrow   (f)   April and May
   (g)   Good Evening   (h)   How are you?
   (i)   Thanks a lot   (j)   What is your name?

(10x1=10)

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