

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.25 Explain the process of Night Audit in detail.
- Q.26 What are the functions of a Front Office accounting system during each stage of the guest cycle?
- Q.27 Discuss the methods by which cash and credit can be controlled in hotel operations.

No. of Printed Pages : 4
Roll No.

DHM-5027

Diploma in Hotel Management

Subject : Front Office Operation Module III

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note: Explain the following terms. All questions are compulsory (7x1=7)

- Q.1 Non guest account
- Q.2 Guest weekly bill
- Q.3 Folio
- Q.4 PMS
- Q.5 VPO
- Q.6 BTC
- Q.7 CTC

SECTION-B

Note: Answer the following questions briefly. All questions are compulsory. (7x1=7)

- Q.8 Late charge
- Q.9 City Ledger
- Q.10 Floor limit
- Q.11 Charge privilege
- Q.12 Credit list
- Q.13 Point of sale
- Q.14 Late checkout

SECTION-C

Note: Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)

- Q.15 What are the high risk accounts.
- Q.16 Differentiate between city ledger and guest ledger.
- Q.17 Explain the features of Fidelis as a Property Management System.

- Q.18 Effective key control can help eliminate major security threats. Justify.
- Q.19 What is PMS? Explain any four softwares that a PMS is interfaced with.
- Q.20 What precautions should a cashier take while accepting the following -
 - a) Currency noted
 - b) Credit cards
 - c) Traveller's cheque
- Q.21 What are the different credit control measures adopted by hotels?
- Q.22 What is the difference between-
 - a) Overage and Shortage
 - b) Paid out voucher and Transfer voucher.
- Q.23 What do you mean by voucher. Explain any four types of vouchers.
- Q.24 What do you understand by meal plan? Explain the different meal plans offered by hotels.