

## SECTION-D

**Note: Long answer questions. Attempt any two questions out of three Questions. (2x8=16)**

- Q.23 Explain the step by step Check in Procedure followed in five star hotels.
- Q.24 Explain in detail the different types of Folios used in Front Office Accounting.
- Q.25 Describe the duties and responsibilities of Night Auditor.

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Roll No. ....

3rd Sem.

**Branch : Hotel Management & Catering Technology**

**Sub.: Front Office Operation – III**

**Time : 3 Hrs.**

**M.M. : 60**

## SECTION-A

**Note: Multiple Choice Questions. All Questions are compulsory. (6x1=6)**

- Q.1 The collection of same type of accounts is called
- a) Ledger
  - b) Allowances
  - c) Folio
  - d) Vouchers
- Q.2 Which of the following areas of a hotel has the greatest amount of guest contact?
- a) Reservation
  - b) Housekeeping
  - c) Front Office
  - d) Sales
- Q.3 Concierge service are normally part of
- a) Sales department
  - b) The Reservation department
  - c) The Room division
  - d) Food & beverage division

- Q.4 Blocking fewer rooms than the number initially requested by group is called
- a) Wash                                      b) Cut off
- c) Walking                                      d) No show
- Q.5 The settling of a guest's bills at the front office is done by
- a) Reservation                                      b) Reception
- c) Bell desk                                      d) Travel Desk
- Q.6 The situation in which the guest would stay for more than their scheduled stay dates is known as
- a) Under Stay                                      b) Unscheduled stay
- c) Stay Over                                      d) Overstay

### SECTION-B

**Note: Objective/Completion type questions. All questions are compulsory. (6x1=6)**

- Q.7 What is Guest Folio?
- Q.8 What is a skipper's account?
- Q.9 Who is Night auditor?
- Q.10 What is a Travellers Cheque?

- Q.11 What is a City ledger used for?
- Q.12 What is Visitors tabular ledger?

### SECTION-C

**Note: Short answer type Questions. Attempt any eight questions out of ten Questions. (8x4=32)**

- Q.13 What is valet? Explain importance of valet in lobby.
- Q.14 What are the Pre-arrival procedures to be carried out for groups by the Front Office Department?
- Q.15 What is the procedure for handling mail at the front desk?
- Q.16 What are the reasons for room change? Explain live more method.
- Q.17 State the check in procedure for a foreign guest.
- Q.18 Explain the role of Night Auditor in the Hotels.
- Q.19 What are the various types of keys used in the front office?
- Q.20 Explain the rules of the house to be followed by guests?
- Q.21 Explain Pre Arrival activities for airline crew members.
- Q.22 What are the different folios maintained at the front desk?