

- Q.18 A guest wants to get the currency of his country exchanged into Indian currency. In this case what will be the procedure followed by the Front Office Cashier?
- Q.19 Write any six functions of PMS in Reception module.
- Q.20 What would you do if the fire alarm went off while working an overnight shift?
- Q.21 Explain early warning systems in disaster management.
- Q.22 What is the importance of security systems in hotels?

SECTION-D

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

- Q.23 List and explain the different modules of PMS.
- Q.24 Explain the procedure of handling safe deposit lockers. How are guest lockers allocated and surrendered?
- Q.25 Write a detailed note on post disaster management.

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4h Sem / Hotel Management & Catering Technology

Subject : Front Office Operation-IV

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 EDC is a link between
- Hotel and Bank
 - Accounts dept and Front office
 - Central reservation and Hotel reservation
 - Restaurant with F&B office
- Q.2 Can we exchange Indian Rupees into US Dollars for a guest
- Yes
 - No
 - May be depends on the guest profile
 - At times

(20)

(4)

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(1)

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Q.3 The bell captain raises which of the following documents to initiate a guest departure.

- a) Lobby control sheet
- b) Luggage tag
- c) Departure errand card
- d) Arrival and departure list

Q.4 Select the odd one out

- a) Global Distribution system
- b) Point of sale system
- c) Centralized reservation system
- d) On-line room booking portals

Q.5 Payment card charge disallowed/reversed when a card holder protects the legitimacy of a charge is known as

- a) Charge back
- b) Reversal
- c) Reverse charge
- d) None of the above

Q.6 Disaster Management includes:

- a) Mitigation
- b) Reconstruction
- c) Rehabilitation
- d) All of the above

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(6 \times 1 = 6)$

- Q.7 Define Safe deposit locker.
- Q.8 Give full form of GDS.
- Q.9 What does 'Charge back' mean?
- Q.10 Translate following words in English: Bonjour Madame, Puis-je vous aider?
- Q.11 Write another name of doorman?
- Q.12 What do you mean by bill to company?

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. $(8 \times 4 = 32)$

- Q.13 Write any three advantages and three drawbacks of PMS?
- Q.14 Describe in detail the check-out procedure that is carried out at the Front Desk.
- Q.15 Explain various Record-keeping Systems in Hotels.
- Q.16 As a Front Office Associate, what steps would you follow in case of fire in the lobby?
- Q.17 Write any four advantages and four drawbacks of accepting cash for paying bills.