

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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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?