Q.21 List any 2 expressions of politeness in French.

Q.22 Explain the role of information technology in front office.

SECTION-D

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

Q.23 What is Property Management System (PMS)? Explain various modules of any PMS used in hotel.

Q.24 Explain the procedure of guest departure and settlement of bill by credit card.

Q.25 Describe the process of a room change.

4th 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 A pending charge posting after the guest has checked-out is known as

   a)   City voucher   b)   Late charge

   c)   Miscellaneous charge d)   Due bank

Q.2 Which one is the example of CRS?

   a)   Galileo   b)   Sabre

   c)   Amadeus   d)   Image

Q.3 The hotel employee who provides information and personalized service, such as dinner, reservation, tour and travel arrangements is known as

   a)   Bell boy   b)   Concierge

   c)   Valet   d)   None of these

Q.4   Find the odd one out

a)   Guest Room Key   b)   Master Key

c)   Emergency Key   d)   Plastic Key

Q.5   Reservation Type 1 in Fidelio Means

a)   Guaranteed To CC

b)   Wait Listed Reservation

c)   Non-guaranteed Reservation

d)   Tentative Reservation

Q.6   Tsunami's can occur only during

a)   Evening

b)   Afternoon

c)   Any time of the day or night

d)   Morning

SECTION-B

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

Q.7   What do you mean by key control?

Q.8   What is Non Guest Account?

Q.9   List various modes of Credit settlement.

Q.10 Define Late Check Out.

Q.11 Write full form of NDRF?

Q.12 What is express checkout?

SECTION-C

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

Q.13 Briefly explain the role of Property management system in reservation module?

Q.14 What are the advantages of cash settlement of guest bill?

Q.15 Write the procedure followed in express checkout with its advantages.

Q.16 Explain Fidelio Hotel Management System stating its advantages.

Q.17 What is late checkout? List the problems faced by hotels due to late checkout.

Q.18 Imagine you are a Front Office Cashier. One of the guests wants to pay his bills in dollars. What formalities will you have to follow up accept payment in dollars?

Q.19 Write in sequence the steps of group check-out at Bell desk and Cashier desk.

Q.20 Write a short note on post disaster solutions?