

Q.17 Briefly explain:

- a) Rack Rate
- b) Need of Accounting

Q.18 Differentiate between pre-registration and registration.

Q.19 Write short note on 'Room Selling Techniques'.

Q.20 Briefly explain about two manual equipment used in front office department of a hotel.

Q.21 Draw a neat labeled layout of Front Office Department of a hotel.

Q.22 What are the different accounting concept? Explain any two with example.

SECTION-D

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

Q.23 Explain the Hubbart formula for calculating room rent with suitable illustrations.

Q.24 List the various vouchers used in hotel accounting? Explain the 'paid out voucher' with neat format of the same.

Q.25 Write name of any ten months in French.

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Roll No.

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2nd Sem. / Hotel Management & Catering Technology

Subject : Front Office Operations - II

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

Q.1 European plan includes:

- a) Room Rent only
- b) Room Rent and Breakfast
- c) Room Rent and all Meals
- d) None of the above

Q.2 The room rate mentioned on hotel tariff card without discount is known as :

- a) Seasonal Rate
- b) Rack Rate
- c) Crib Rate
- d) Corporate Rate

Q.3 English for 'Lundi' in French is:

- a) Sunday
- b) Friday
- c) Wednesday
- d) Monday

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223925

- Q.4 Which of the following equipment is not used in hotel Front Office?
- Telephone
 - Computer
 - Message and Key Rack
 - Calendering Machine
- Q.5 The process of pre-filling of guest registration card from the data available from Reservation form and guest history card to speed up registration of guest is known as :
- Reservation
 - Reception
 - Pre-registration
 - Departure Procedure
- Q.6 The information of guest for booking a room is recorded in:
- Guest Registration Card
 - Message Slip
 - Guest History Card
 - Reservation Form

(2)

223925

SECTION-B

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

- Q.7 French equivalent for Sunday is _____.
- Q.8 VIP stands for _____.
- Q.9 Hotel can maintain the registration record in hard-bound register. (True/False)
- Q.10 Form-C is filled for domestic guest arriving in hotel. (True/False)
- Q.11 Wake-up call facility may be procuded by hotel on request from resident guest in hotel. (True/False)
- Q.12 _____ is the third stage of guest cycle.

SECTION-C

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

- Q.13 What are the different basis of charging room rent? Briefly explain each.
- Q.14 What do you mean by meal plan? Explain American and Continental plan with suitable example.
- Q.15 What are the different modes of reservation enquiry? Explain each with example.
- Q.16 Explain step-by-step procedure for taking group reservation.

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