

Q.18 Briefly explain mail handling procedure followed in hotel.

Q.19 Write short note on 'Accounting conventions'.

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

Q.21 Define complaints? Explain the complaint handling procedure followed in hotel.

Q.22 Write a note on 'Reservation Records'.

SECTION-D

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

Q.23 Explain the Rule of Thumb Formula for calculating room rent with suitable illustrations.

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

Q.25 Write French equivalent for number from one to ten.

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Roll No.

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 American 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 charged for children above five year and below twelve years of age is known as:

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

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

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

- Q.4 Which of the following equipment is used in hotel Front Office?
- Telephone
 - Computer
 - Message and Key Rack
 - All of the above
- Q.5 In the process of pre-filling of guest registration card hotel gets data from:
- Reservation Form
 - Guest History Card
 - Both a and b
 - None of the above
- Q.6 The message for guest is recorded in :
- Guest Registration Card
 - Message Slip
 - Guest History card
 - Reservation Form

SECTION-B

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

- Q.7 French equivalent for Wednesday is_____.

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- Q.8 CIP stands for_____.
- Q.9 Hotel can maintain the registration record in form of Guest Registration Card. (True/False)
- Q.10 Form-C essentially filled for foreigner guest arriving in hotel. (True/False)
- Q.11 _____ is the Second stage of guest cycle.
- Q.12 When hotel does not charge the room rent from a guest, it is known as complimentary rate.

SECTION-C

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

- Q.13 What are the different types of discounted room rate offered by hotel? Briefly explain each.
- Q.14 What do you mean by meal plan? Explain Modified American and European plan with suitable example.
- Q.15 What are the different sources of reservation? Explain each with example.
- Q.16 Explain Step-by-step procedure for processing reservation request of a guest over telephone.
- Q.17 Briefly explain:
- Guaranteed Reservation
 - Branches of Accounting

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