

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

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. (6x1=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. (8x4=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.