

Q.22 Write the advantages of automatic accounting systems.

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SECTION-D

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

Q.23 Illustrate night audit process as a flow chart and also explain the process.

Q.24 With the help of a flow chart elaborate the check in process of a guaranteed reservation guest.

Q.25 What is a ledger? Differentiate between Horizontal tabular ledger and vertical tabular ledger. Draw the format of either horizontal tabular ledger or vertical tabular ledger.

3rd Sem / Hotel Management & Catering Technology

Subject : Front Office Operations - III

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

Q.1 _____ is the guest who comes to the hotel without reservation requesting for allotment of a room:

- a) Reserved guest b) Walk-in guest
- c) Skipper d) No show

Q.2 A guest entering the hotel with very less baggage is also known as _____:

- a) Scanty baggage b) No show
- c) Skipper d) Chance guest

Q.3 A term for total number of resident guests in a hotel:

- a) Occupancy b) Bed occupancy
- c) House count d) Bed count

Q.4 A report prepared by night auditor of guests whose account balance have reached or crossed their house limit:

(20)

(4)

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(1)

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- a) Occupancy report
- b) Outstanding balance report
- c) House count report
- d) High balance report

Q.5 The arbitrary time that is supposed to be the end of the financial transactions for a particular day is called :

- a) Mid night
- b) End of the day
- c) Closed
- d) Night audit

Q.6 A statement of transactions between a guest and a hotel is called as:

- a) Folio
- b) Voucher
- c) Ledger
- d) Posting

SECTION-B

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

Q.7 _____ is the process of locating the guest in a specified area of the hotel.

Q.8 A guest leaves the hotel without informing the front desk and without settling his/her bill is known as _____.

Q.9 When the bell boy shifts the luggage in the presence of the guest, it is known as _____.

- Q.10 The Cash payments made by the hotel on behalf of the guest, is termed as _____.
- Q.11 The full form of MAO is _____.
- Q.12 A guest who does not arrive on the expected date of arrival despite reservation and does not even inform the hotel is known as _____.

SECTION-C

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

- Q.13 Describe the duties of a doorman.
- Q.14 Mention any four functions of the bell desk.
- Q.15 Draw the hierarchy of front office department of a 3-star hotel.
- Q.16 Define vouchers. Describe any three vouchers.
- Q.17 Write any four duties of a night auditor.
- Q.18 Define POS. Name any three POS of a hotel.
- Q.19 What are guest accounts and how do they differ from non-guest accounts?
- Q.20 Elaborate the preventive steps a hotel may take to avoid loss in case of a scanty baggage guest who may be a potential skipper.
- Q.21 Who is a concierge? Write three main duties of a concierge.