

## **SECTION-D**

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

Q.25 Explain the process of Night Audit in detail.

Q.26 What are the functions of a Front Office accounting system during each stage of the guest cycle?

Q.27 Discuss the methods by which cash and credit can be controlled in hotel operations.

No. of Printed Pages : 4

Roll No. ....

DHM-5027

**Diploma in Hotel Management**

**Subject : Front Office Operation Module III**

Time : 3 Hrs.

M.M. : 70

## **SECTION-A**

**Note:** Explain the following terms. All questions are compulsory (7x1=7)

Q.1 Non guest account

Q.2 Guest weekly bill

Q.3 Folio

Q.4 PMS

Q.5 VPO

Q.6 BTC

Q.7 CTC

## **SECTION-B**

**Note:** Answer the following questions briefly. All questions are compulsory. (7x1=7)

Q.8 Late charge

Q.9 City Ledger

Q.10 Floor limit

Q.11 Charge privilege

Q.12 Credit list

Q.13 Point of sale

Q.14 Late checkout

Q.18 Effective key control can help eliminate major security threats. Justify.

Q.19 What is PMS? Explain any four softwares that a PMS is interfaced with.

Q.20 What precautions should a cashier take while accepting the following -

- a) Currency noted
- b) Credit cards
- c) Traveller's cheque

Q.21 What are the different credit control measures adopted by hotels?

Q.22 What is the difference between-

- a) Overage and Shortage
- b) Paid out voucher and Transfer voucher.

Q.23 What do you mean by voucher. Explain any four types of vouchers.

Q.24 What do you understand by meal plan? Explain the different meal plans offered by hotels.

## **SECTION-C**

**Note:** Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)

Q.15 What are the high risk accounts.

Q.16 Differentiate between city ledger and guest ledger.

Q.17 Explain the features of Fidelis as a Property Management System.