Q.22 What is the difference between-

 a) Overage and Shortage

 b) Paid out voucher and transfer Voucher

Q.23 Explain the concepts of Hubbart's formula in tarrif structure

Q.24 What are the functions of the FO accounting system during each stage of the guest cycle?

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 details

Q.26 Discuss the different types of room tariffs. Explain how competition, services and amenities play an important role in fixing the room tariff

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

5th Sem./ Hotel Management (Semester Sys.)

Subject : Front Office Operation Module III

Time : 3 Hrs.   M.M. : 70

SECTION-A

Note: Multiple choice questions. All questions are compulsory   (7x1=7)

Q.1 Cash given by Front Office on behalf of the guest is called

 a) Paid-out   b) IOU

 c) Guest loan   d) Cash bank

Q.2 FIT stands for

 a) Free Inclusion traveller

 b) Free Independent traveller

 c) Free Indented traveller

 d) For Independent traveller

Q.3 Who audits the hotel accounts in the night

 a) FO Manager   b) Lobby Manager

 c) Cashier   d) Night Auditor

Q.4 PMS stands for

a) Property management system

b) Proper management system

c) Property software system

d) Property module system

Q.5 IDS stands for

a) Internet data system

b) Intellect data system

c) Information distribution system

d) Internet distribution system

Q.6 Guest folio is created at which stage of the guest cycle

a) Arrival   b) Departure

c) Pre-Arrival

Q.7 Term used to denote that the room charges are not mentioned in the guest copy of the folio

a) No post   b) No rate

c) Suppressed rate   d) Rate show

SECTION-B

Note: Objective/ Completion type questions. 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 Incidental charges

SECTION-C

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

Q.15 What are high risk accounts

Q.16 Differentiate between city ledger and guest ledger

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

Q.18 Explain the points to keep in mind while settling a guest account with foreign currency

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 notes

b) Credit cards

c) Traveller's cheque

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