

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2013-2014**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Front Office Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. What are the specific functions of a Front Office Accounting System during each stage of the Guest Cycle?

**OR**

Explain in detail the different types of Folios used in Front Office Accounting.

(10)

Q.2. Explain the step by step Check out Procedure.

**OR**

Enlist the factors to be considered for settling a guest account by foreign currency.

(10)

Q.3. How will you settle a Guest account by Credit Card? Give **four** names of International Credit Cards.

(8+2=10)

Q.4. Discuss the scope and elements of Cash and Credit Control in a Five Star Hotel.

(10)

Q.5. Describe the duties and responsibilities of Night Auditor.

(10)

Q.6. Differentiate between **any two**:

- (a) VTL & GWB
- (b) Overage & Shortage
- (c) Express Check Out & Self Check Out
- (d) Paid Out Voucher & Transfer Voucher

(2x5=10)

Q.7. Effective Key Control can help eliminate major Security threats. Justify. (10)

OR

Write short notes on:

- (a) Safe Deposit
- (b) Theft by Hotel Staff

(5+5=10)

Q.8. Explain the following in one line:

- |                            |                        |
|----------------------------|------------------------|
| (a) Zeroing out            | (b) Account ageing     |
| (c) Floor limit            | (d) Traveller's cheque |
| (e) Encashment certificate | (f) POS                |
| (g) Bucket check           | (h) Due back           |
| (i) Ledger                 | (j) Cash bank          |

(10x1=10)

Q.9. Match the following:

- |                        |                             |
|------------------------|-----------------------------|
| (a) City Ledger        | (i) GDS                     |
| (b) Fidelio            | (ii) Travel Agent's Voucher |
| (c) E-Key              | (iii) No Post Status        |
| (d) Late charges       | (iv) Payment slip           |
| (e) Credit card        | (v) Posting error           |
| (f) Account correction | (vi) Emergency              |
| (g) High balance       | (vii) Non guest account     |
| (h) Amadeus            | (viii) PMS                  |
| (i) PIA                | (ix) Post check out         |
| (j) Direct billing     | (x) Guest credit limit      |

(10x1=10)

Q.10. (a) Translate the following in English:

- (i) Signez ici, s'il vous plait.
- (ii) Bon après midi, monsieur!
- (iii) Je voudrais une chambre
- (iv) Quel est votre nom?
- (v) Parlez vous anglaise, mademoiselle?

(b) Mention the factors to be considered by a hotel before selecting a PMS.

(5+5=10)

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