

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2016-2017**

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 steps followed in front office accounting during each stage of guest cycle? (10)

Q.2. Explain the procedure of handling safe deposit lockers. How are guest lockers allocated and surrendered? (10)

**OR**

**A** Translate into French:

- (i) A week has seven days.
- (ii) Do you speak English, Sir?
- (iii) Please give us the bill.
- (iv) May I come in?
- (v) Are we late?

**B** As a Front Office Associate, what steps would you follow in case of fire in the lobby? (5+5=10)

Q.3. Explain the procedure of guest departure and settlement of bill by credit card. (10)

Q.4. Describe the duties and responsibilities of night auditor. (10)

Q.5. Differentiate between (**any two**):  
(a) Guest ledger and city ledger  
(b) Express checkout and self-checkout  
(c) Bank and due bank (2x5=10)

Q.6. Explain the following terms:

- (a) Paid-out
- (b) Over and short
- (c) Net receipt
- (d) Tern-in
- (e) Late checkout

(5x2=10)

Q.7. Explain the different steps followed in basic night audit process.

(10)

Q.8. Write short notes on:

- (a) Corporate rate
- (b) Point of sale
- (c) Account ageing
- (d) CGVR rate
- (e) High risk account

(5x2=10)

Q.9. Briefly explain the advantages of Property Management System in Front Office department.

(10)

Q.10. Briefly explain the following:

- (a) Package rate
- (b) Post charges
- (c) Bills on hold
- (d) Encashment certificate
- (e) Rack rate

(5x2=10)

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