

SECTION-D

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

- Q.23 What are the different methods of settlement and the care taken while handling all such modes of payment.
- Q.24 Discuss the significance and role of information technology in large hotels.
- Q.25 Elaborate the role of front office department in guest safety and security.

No. of Printed Pages : 4

223944

Roll No.

4th Sem.

Branch : Hotel Management & Catering Technology
Sub. : Front Office Operations-IV

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

- Q.1 PMS means _____.
 - a) Property maximum solution
 - b) Property management system
 - c) Property measurement system
 - d) Property malfunction system
- Q.2 BTC is _____.
 - a) Buyer transfer cheque
 - b) Business transfer cheque
 - c) Bill to company
 - d) Business travel coupon
- Q.3 IDS is _____.
 - a) PMS
 - b) UMS
 - c) GDS
 - d) LDS

- Q.4 GRC stands for _____.
- a) Guest Registration Card
 - b) Guest Reservation Card
 - c) Guest Reception Card
 - d) None of these

- Q.5 Bermuda Plan includes
- a) Room only
 - b) Room + Continental Breakfast
 - c) Room Rate + American Breakfast
 - d) Room Rate + Breakfast + Lunch

- Q.6 CRS full form
- a) Central Registration System
 - b) City Registration System
 - c) Central Reservation system
 - d) None of the above

SECTION-B

Note: Objective/Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 MICROS is used for _____.

- Q.8 Travelers cheque is _____.
- Q.9 Bill to company means _____.
- Q.10 Grand master key is used for _____.
- Q.11 What is French term for good morning?
- Q.12 Emergency situations in hotels are _____.

SECTION-C

Note: Short answer type Questions. Attempt any eight questions out of ten Questions. (8x4=32)

- Q.13 What is role of PMS?
- Q.14 Discuss the activities of bell desk in hotels.
- Q.15 What are the duties of a cashier ?
- Q.16 Discuss importance of key control in hotels.
- Q.17 Elaborate the significance of security systems in hotels.
- Q.18 How will one have a conversation in French while receiving a guest at reception?
- Q.19 Discuss the conversation for cleaning of room in French.
- Q.20 Explain the process of express check out.
- Q.21 Discuss the post disaster activities that may be carried by an establishment.
- Q.22 Elaborate the ways disasters could be prevented.