

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.

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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 _____.

- Property maximum solution
- Property management system
- Property measurement system
- Property malfunction system

Q.2 BTC is _____.

- Buyer transfer cheque
- Business transfer cheque
- Bill to company
- Business travel coupon

Q.3 IDS is _____.

- PMS
- UM
- GDS
- LD

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.