

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2018-2019

COURSE : Diploma in Front Office Operation
SUBJECT : Front Office Operation
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Briefly discuss various tariff plans found in a five-star hotel. (10)
OR
Draw an organisational structure of front office department.
- Q.2. Draw a neat layout of the front office department and its various sections. Enlist functions of information desk. (10)
- Q.3. Write in 1-2 lines: (any ten): (10x=10)
- | | | | |
|------------------------|---------------|------------------|--------------------|
| (a) Motel | (b) Twin room | (c) Paging | (d) FHRAI |
| (e) Complimentary rate | (f) Rack rate | (g) Overstay | (h) Form C |
| (i) Checkout | (j) Folio | (k) Cut-off-date | (l) Scanty baggage |
- Q.4. Classify the hotels on the basis of: (10)
(a) Size (b) Star category OR (c) Location
Discuss the duties and responsibilities of a GRE.
- Q.5. What are the different stages of guest cycle? Discuss each stage. (10)
- Q.6. Write the importance of reservation and also discuss various types of reservation. (10)
- Q.7. Expand the following: (10x1=10)
- | | | | |
|---------|-----------|----------|---------|
| (a) OOO | (b) APC | (c) DND | (d) PSO |
| (e) GDS | (f) SPATT | (g) CCTV | (h) FIT |
| (i) HAI | (j) ROI | | |
- Q.8. Discuss the qualities required for a front office employee in a five-star hotel. (10)
OR
Discuss the registration process of a VIP customer in a hotel.
- Q.9. Match the following: (10x1=10)
- | | |
|---------------------|--------------------------|
| (a) Bell boy | (i) Reservation system |
| (b) Hubbart Formula | (ii) Citizens of India' |
| (c) Pre-arrival | (iii) Tour operator |
| (d) CRS | (iv) Pound |
| (e) CEO | (v) Car parking |
| (f) Passport | (vi) Luggage trolley |
| (g) England | (vii) Scientific method' |
| (h) End of the day | (viii) VIP |
| (i) Valet | (ix) Guest cycle |
| (j) Thomas cook | (x) Arbitrary time |

OBJECT CODE: DFO-01

EXAM DATE: 22.04.2019

10.

State True or False:

- (a) A hotel that provides gambling facilities is called casino hotel.
- (b) Gossips and rumours are necessary for effective communication.
- (c) The hotel Taj Mahal Palace, Mumbai started in the year 1903.
- (d) The guest who arrives with very less baggage is called walk-in-guest.
- (e) Whitney slips are also known as Shannon slips.
- (f) Reservation department give wake-up call to groups staying in the hotel.
- (g) Hotel Jaypee Palace, Agra is a perfect example of convention hotel.
- (h) Kigali is the capital city of country Rwanda.
- (i) Guest arriving without any reservation in the hotel is called no-show guest.
- (j) Classification of hotels is done by HRACC.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2018-2019

COURSE : Diploma in Front Office Operation
SUBJECT : Principles of Accounts
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What is accounting? State the functions of accounting. (10)
- Q.2. What are the objects of preparing a trial balance? (10)
- Q.3. Differentiate between trading and profit & loss account. OR
Differentiate between gross profit and Net profit. (10)
- Q.4. Sharma traders bought machinery on 1st January 2003 for Rs.11,900/- and spent Rs.1,500/- on its establishment. The estimate life of the machine is five years after which its residual value is estimated to be Rs.1,400/-. Calculate annual depreciation according to fixed instalment method and prepare machinery account for the first three years. (10)
- Q.5. Define the following:
(a) Posting
(b) Capital expenditure
(c) Revenue expenditure
(d) Debit note
(e) Credit note (5x2=10)
- Q.6. Journalise the following transaction in the books of Raman:

Sl. No.	MONTH	Particulars	Rupees
01	Feb - 1	Commenced business	8,00,000/-
02	Feb - 2	Purchased machinery from Thakur bros.	20,000/-
03	Feb - 2	Paid installation expense for the machine	500/-
04	Feb - 3	Sold goods to Kalinga and allowed him trade discount @ 5%	90,000/-
05	Feb - 4	Kalinga paid in full settlement of his account	8,500/-
06	Feb - 5	Received cheque from Ranga and deposited the same into bank	5,000/-
07	Feb - 6	Sold goods for cash	3,000/-
08	Feb - 7	Withdrew from bank for office use	2,000/-
09	Feb - 8	Paid wages by cheque	300/-
10	Feb - 9	Received interest in cash	100/-

(10)

Q.7. From the following information, prepare Bank Reconciliation Statement as on 31st March 2017:

- Balance as per cash book on 31st March – Rs.5,000/-
- After comparison of cash book and pass book it was found that cheques worth Rs.450/- were deposited in bank in March but were not credited upto 3rd April 2017.
- Cheques issued but presented for payment on 6th April 2017 only Rs.800/-.
- Bank credited Rs.50/- as interest and charged Rs.10/- as bank charges in pass book.

Q.8. Enter the following transaction of Abdulla in cash book with bank and discount column only:

2017	Particulars	Rupees
Jan 1	Started business with cash	42,000/-
Jan 5	Bought goods for cash	22,000/-
Jan 7	Received cash from Pradeep	2,000/-
Jan 7	Allowed him discount	100/-
Jan 10	Sold goods for cash	1,000/-
Jan 17	Paid to Shyam in full settlement of Rs.3,000/-	2,850/-
Jan 20	Paid carriage	60/-
Jan 25	Withdrew cash from petty use for office	2,500/-
Jan 31	Paid wages	600/-

Q.8. State True or False:

- Cash book records all cash receipt.
- Trade discount is shown in the cash book.
- Discount columns are not balanced in cash book.
- The balance of pass book is always plus.
- Copyrights belong to intangible assets.
- For the trial balance to balance the debits must equal the credits.
- The normal balance of all liability account is a debit.
- The normal balance of a revenue account is a credit.
- The balance sheet is an account.
- Posting is related to ledger.

(10)

Q.9. Fill in the blanks:

- Real accounts are related to _____.
- Profit and loss account is _____ account.
- Expenditure which results in the acquisition of a permanent asset is an _____ expenditure.
- Amount written off from the cost of fixed assets is called _____.
- Another name of the general journal is the _____.
- A brief description put below each journal entry is called _____.
- Sales return is also known as _____.
- Return outward book is also known as _____ return book.
- Ledger is a book of _____ entry.
- The amount of depreciation keeps reducing year after year in _____ method.

(10x1=10)

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2018-2019

COURSE : Diploma in Front Office Operation
SUBJECT : Hotel Accounts
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Answer the following (any six):

- (a) What is advantage of uniform system of accounts?
- (b) What is the meaning of yield management? What are the key of success?
- (c) What is the need of night auditing?
- (d) What is the characteristics of internal control?
- (e) Which are the two main revenue producing departments of a hotel? Explain each.
- (f) Explain two types PMS.
- (g) What is the main objective of departmental account?

(6x5=30)

Q.2. Answer the following (any two):

- (i) Define night auditing. Explain the duties of night auditor.
- (ii) What is market based pricing and explain common methods?
- (iii) What is folio and explain all types of folio?
- (iv) Explain operating and revenue producing departments.

(2x10=20)

Q.3. Write short notes on any ten:

- | | |
|-------------------------|----------------------|
| (i) Ledger | (ii) Voucher |
| (iii) Hubbart formula | (iv) MAP |
| (v) Operating ratio | (vi) VPO |
| (vii) Accounting | (viii) Rate cut |
| (ix) Price sensitivity | (x) Control |
| (xi) Gross profit ratio | (xii) Sound practice |

(10x2=20)

Q.4. State True or False:

- (a) Food & Beverage is a major revenue producing centre of the hotel.
- (b) RevPAR stands for Revenue per allotted room.
- (c) Night audit is the end of day process.
- (d) Guest account is maintained by the front office departments.
- (e) European plan includes room rent and continental breakfast in tariff.
- (f) The accounts of various assets and liabilities are mentioned in the general ledger.
- (g) Guest account is compiled on a daily basis.
- (h) Cash account is compiled on a daily basis.
- (i) POS stand for point of service.
- (j) Maintenance departments is a non-revenue producing departments.

(10x1=10)

EXAM DATE: 24.04.2019

SUBJECT CODE: DFO-03

Q.5. Match the following:

- | | |
|------------------------|-------------------------------------|
| (a) Food & Beverage | (i) Plan |
| (b) Voucher | (ii) Hubbart formula |
| (c) AP | (iii) Visitors paid out |
| (d) ARR | (iv) Major departments |
| (e) Cost based pricing | (v) Currency notes |
| (f) VPO | (vi) Written system |
| (g) ADR | (vii) Right product, right customer |
| (h) Cash settlements | (viii) Minor revenue |
| (i) Yield management | (ix) Average daily rate |
| (j) Telephone | (x) Average room revenue |

(10x1=10)

Q.6. Fill in the blanks:

- (a) Cash paid to the guest by the hotel is called _____.
- (b) _____ is a collection of a similar type of account.
- (c) _____ plan including continental breakfast.
- (d) _____ contains the credit transactions between hotel and its employees.
- (e) ATR stands for _____.
- (f) Budget must be made for _____ cost, production.
- (g) PMS stand for _____.
- (h) _____ is the rate charged daily for hotel room.
- (i) Laundry is _____ producing departments.
- (j) The _____ must be maintained to ensure internal control.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2018-2019

COURSE : 1 ½ Year Diploma in
: Food & Beverage Service / Housekeeping /
: Front Office Operations
SUBJECT : Business Communication
TIME ALLOWED : 02 HRS.

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. With the help of a flow chart, explain the two-way communication model. Also explain the importance of communication in professional life. (6+4=10)
- Q.2. An effective business letter is an art to write. Discuss the essential features of a business letter to be effective.
OR
Write a memo to the senior management team of your organisation asking them to prepare a comparative information sheet on the cost involved in purchasing of three coffee machines which the management is planning to purchase. (10)
- Q.3. Differentiate between:
(i) Oral and written communication (ii) Formal and informal communication (5+5=10)
OR
Suggest some steps to be taken for being an effective listener. Also explain the importance of being an effective listener. (6+4=10)
- Q.4. Write short notes on any three:
(a) Telephone etiquettes while making or receiving a call
(b) Bio Data
(c) Covering letter
(d) Body language
(e) 7 C's of effective communication (3x5=15)
- Q.5. State True or False:
(i) Making a pre-judgement about a speaker can lead to effective listening.
(ii) Effective speaking requires clarity.
(iii) Circular is an oral communication.
(iv) Body language is a part of verbal communication.
(v) Spreading of rumours through informal channels is grapevine communication. (5x1=5)
