

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022

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

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain Whitney system of Reservation and Diary system of reservation.
OR
What is the importance of Guest reservation form? Draw a neat diagram of a guest reservation form. (10)
- Q.2. Define room tariff. What are the points that are to be considered while fixing room tariff? (10)
- Q.3. Write down the step by step procedure for FIT guest registration in a 5-star hotel.
OR
Explain in detail the various functions performed by different sections of Front office. (10)
- Q.4. What do you mean by Supplementary accommodation? Explain various supplementary accommodations available in India.
OR
Describe the various types of room keys you may find in a hotel. (10)
- Q.5. How will you deal with terrorist activity or bomb threat as a front desk employee?
OR
What do you understand by paging? Explain the paging process. (10)
- Q.6. What are the possible causes of complaints by guests? How should a front office assistant handle the complaints? (10)
- Q.7. Write short notes on the following:
a) Traveller's cheque b) SPATT (2x5=10)
- Q.8. Explain the following in one or two lines:
a) Concierge b) Lobby c) Crib rate d) Guest folio
e) Hubbart formula f) Upselling g) Passport h) Card key
i) Floatel j) Standard Operating Procedure (SOP) (10x2=20)

SUBJECT CODE: DFO-01

EXAM DATE: 07.06.2022

SUBJECT CODE: DFO-02

Q.9. Fill in the blanks:

- i) The MAP plan is also known as _____.
- ii) _____ hotels provide gambling facilities to guests.
- iii) The Central Reservation System of Holiday Inn is _____.
- iv) _____ is a document that contains information required to be sent to FRRO/LIU in case of foreign guests.
- v) _____ is calculated by multiplying average daily rate (ADR) by the occupancy rate.
- vi) An automatic system of check out made for departure guest without coming on front desk is known as _____.
- vii) _____ is a basic software package designed for hotel front office operation by Micros Company.
- viii) A room on the terrace is known as _____.
- ix) Safe deposit boxes are located in the _____.
- x) _____ is a staff responsible for the security of the car of the guest.

(10x1=10)

07.06.2022

SUBJECT CODE: DFO-02

EXAM DATE: 10.06.2022

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022

COURSE : Diploma in Front Office Operations
SUBJECT : Principles of Accounts
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Journalise the following transaction in the books of Nigam Brothers.

Year - 2022		Rs.
Feb 1	Commenced business	20,000/-
Feb 2	Purchased machinery from Mohan Bros.	15,600/-
Feb 3	Sold goods to Ashok Kumar	9,000/-
Feb 4	Sold goods to Ashok Kumar	2,000/-
Feb 4	Purchased stationery	9,000/-
Feb 5	Received cash from Ashok Kumar	700/-
Feb 6	Theft by cashier	12,000/-
Feb 7	Purchased goods for cash	150/-
Feb 8	Received claim from Railways for damaged goods	300/-
Feb 9	Paid for rent	10/-
Feb 10	Bank charged incidental charges	

(10)

Q.2. What are advantages and limitations of accounting?

OR

What is depreciation? Explain the various methods of calculating depreciation.

(10)

Q.3. What is bank reconciliation statement? State its advantages.

(10)

Q.4. Differentiate between Cash discount & Trade discount?

OR

What are subsidiary book? Give & explain a classification of subsidiary books.

(10)

Q.5. A machine was purchased on 1st Jan 2004 for Rs. 25,000. Prepare Machinery account for three years by using Fixed Installment Method @ 10% p.a.

(10)

SUBJECT CODE: DFO-02

Q.6. Prepare two column cash book from the following transactions:

Year - 2022		Rs.
Jan 1	Started business	500/-
Jan 2	Deposited in the bank	300/-
Jan 4	Gave cheque for rent	110/-
Jan 5	Cash purchases	100/-
Jan 8	Received from Chetan Kumar	100/-
Jan 10	Paid Ajay by cheque	50/-
Jan 12	Withdrew from bank for office use by cheque	100/-
Jan 14	Received cheque from Atmaprakash	115/-
Jan 15	Deposited Atmaprakash cheque into the bank	115/-

(10)

Q.7. From the following balances as on 31st March 2020, prepare Trial balance of Ramesh Chandra Manoharlal:

	Rs.		Rs.
Capital	23,000/-	Creditors	4,420/-
Cash	800/-	Motor Car	3,300/-
Commission (Dr.)	250/-	Rent	1,260/-
Purchase	11,900/-	Wages	4,860/-
Drawing	620/-	Debtors	13,520/-
Furniture	1,100/-	Advertisement General	300/-
Bank (Dr.)	2,550/-	Expenses	2,460/-
Discount (Dr.)	120/-	Opening stock	3,000/-
Salary	1,860/-	Sales	20,480/-

OR

What are trial balance? Explain advantages & limitations of trial balance.

(10)

Q.8. Define the following (any five):

- (i) Casting
- (ii) Bank overdraft
- (iii) Revenue expenditure
- (iv) Debit note
- (v) Credit note
- (vi) Capital expenditure
- (vii) GAAP

(5x2=10)

Q.9. Fill in the blanks:

- i) _____ are prepared on the basis of trial balance.
- ii) A prepaid expense is a _____ account.
- iii) The person who prepares a bill is called the _____.
- iv) Days of grace are _____ in number.

CODE: PA/02/NC

- v) The excess of current assets over current liabilities is called _____.
 - vi) Balance sheet is a statement of assets and _____ of a business.
 - vii) Two types of transactions are _____.
 - viii) An action undertaken for the purpose of earning profit is called _____.
 - ix) Dealing between two persons or things is a _____.
 - x) Recording business transactions in a set of books is known as _____.
- (10x1=10)

Q.10. State true or false:

- i) Cash book records all cash transactions.
 - ii) Journal is a book of account.
 - iii) Accounting has one aspect.
 - iv) Accounting has two sides.
 - v) Trial balance is an account.
 - vi) For the Trial balance to balance the debits must equal the credits.
 - vii) The normal balance of all liability account is a debit.
 - viii) The normal balance of a revenue account is a credit.
 - ix) The balance sheet is an account.
 - x) Posting is related to ledger.
- (10x1=10)

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022**

COURSE : Diploma in Front Office Operations
 SUBJECT : Hotel Accounts
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What do you understand by departmental accounting? Explain.

OR

Prepare a profit and loss account under the net profit method of departmental accounting from the following information given:

Sales	Restaurant	3,00,000/-
	Coffee shop	3,00,000/-
	Bar	2,00,000/-
Cost of Sales	Restaurant	80,000/-
	Coffee shop	1,00,000/-
	Bar	40,000/-
Salary and wages	Restaurant	7,000/-
	Coffee shop	5,000/-
	Bar	2,000/-
Unallocated expenses	Office expenses	6,000/-
	Head office expenses	8,000/-
	Advertisement	16,000/-
	Fixed charges	18,000/-
	Interest	25,000/-

Note: Unallocated expenses to be apportioned among departments on the following basis:

1. Head office expenses and advertisement expenses to be apportioned on the basis on sales
2. Office expenses and fixed charges to be apportioned equally among three department.
3. Interest to be apportioned in the ratio of 2:2:1 (10)

Q.2. What do you mean by night auditing? Explain auditors duty and responsibility.

OR

What is internal control? What are the objectives of internal control?

(5+5=10)

Q.3. Identify revenue and non-revenue producing departments of the hotel with examples.

(10)

Q.4. What is ratio analysis? Explain profitability ratio.

(5+5=10)

SUBJECT CODE: DFO-03

Q.5. What are the different types of ledgers used in the hotels?
OR

What do you understand by uniform system of hotel accounts? How it is helpful to hotel management? (10)

Q.6. Explain the following (any two):

- Operating Expenses
- Outstanding expenses
- Why prepaid expenses are treated as current assets.
- Departmental accounting

(5+5=10)

Q.7. Explain the following:

- Explain balancing of ledger
- State the principles of double entry system of book-keeping

OR

- Explain the general factors on which the room rates can be fixed by the hotel management.
- Draw the format of special functions book.

(5+5=10)

- Q.8. a) What do you mean by yield management?
b) What do you mean by property management system?

(2x5=10)

Q.9. Define the following terms:

- | | | |
|-----------------|-----------|----------------|
| i) Drawings | ii) Folio | iii) Narration |
| iiii) Bad debts | v) Ledger | |

(5x2=10)

Q.10. Fill in the blanks:

- Amount taken from capital of the business for personal purposes of the proprietor is called _____.
- The debts which are definitely known to be irrecoverable is called _____.
- Assets acquired for permanent use of the business is called _____.
- Debits the receiver and _____ the giver.
- _____ sales are not recorded in sales book.
- In double entry system, for every debit, there must be correspondent _____ of equal amount vice-versa.
- Trial balance is a statement of debit and _____ totals.
- The entry which appears on both sides of cash book is called _____.
- A person is called insolvent when his liabilities exceed his _____.
- Credit purchases of goods are recorded in _____ book.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022

COURSE : 1 ½ Year Diploma In Front Office Operations
SUBJECT : Business Communication
TIME ALLOWED : 02 HRS. MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. What is Communication? Why communication skills are important to organizational success, describe with examples? (10)
- Q.2. Write down any six key principles of business letter writing. Also explain the different types of a business letter.
OR
Write a complaint letter to your supplier against the supply of damaged goods to your organisation. (10)
- Q.3. Write a comprehensive note on non-verbal Communication and explain its importance.
OR
Enumerate any three barriers of communication. Explain the different modes of overcoming the communication barriers for the growth of organisation. (5)
- Q.4. What is Horizontal communication? Distinguish it with Vertical communication. (5)
- Q.5. Write a brief note on any one:
a) What is grapevine Communication?
b) Significance of positive gestures and body language in Business. (5)
- Q.6. What are the key points of good response while communicating with a guest in hotel?
OR
What is the difference between interpersonal and intrapersonal communication? (5)
- Q.7. How social media can be used responsibly in an organisation? Explain. (5)

Q.8. State True or False:

- a) Non verbal communication is always complimentary to the verbal communication.
- b) D.O. (Demi- Official) is a term related to a telephonic conversation between two friends.
- c) An organisation is free to spread false and misleading information to increase its business prospects.
- d) Jargons should always be used to make an impression while talking to a customer.
- e) Non verbal communication includes written communication.

(5x1=5)
