

ADVANCED FRONT OFFICE OPERATIONS (754)

Sample Question Paper

Class XII - 2018-19

Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Question paper is divided into two sections: Section-A and Section- B.
2. **Section–A:**
 - i. Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.
 - ii. Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.
 - iii. Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.
3. **Section–B:** Long/Essay type questions of 5 marks each. Answer any 5 questions from the given 7 questions.
4. All questions of a particular section must be attempted in the correct order.
5. Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.
6. The maximum time allowed is 3 hrs.

SECTION –A

Answer any 10 questions out of the given 12 questions:

1. What is Guest Folio? (1)
2. What do you understand by the term “Bag pull”? (1)
3. What is a Travellers Cheque? (1)
4. What is a City ledger used for? (1)
5. What is a skipper’s account? (1)
6. What is Visitors’ tabular ledger? (1)
7. Name any two property management system software used in hotels. (1)
8. How is occupancy percentage calculated? (1)
9. Who is Night auditor? (1)
10. What is European plan? (1)
11. What do you understand by Walk-in guest? (1)
12. What do you mean by Overstay? (1)

Very Short Questions: (2 marks each).

Answer any 5 questions out of the given 7 questions:

13. What are the advantages of cash settlement of guest bill? (2)
14. List the common problems faced by front office staff during group checkout. (2)
15. What is a balance sheet (2)
16. Write the purpose of guest accounting. (2)
17. Enlist any two advantages and two drawbacks of visitors' tabular ledger. (2)
18. Name any four reports generated by cashier. (2)
19. What is high balance guest report? (2)

Short Questions: (3 marks each).

Answer any 5 questions out of the given 7 questions:

20. Cashier has an important role in a hotel. Support this statement with the help of any six of his responsibilities. (3)
21. List any six tools used by front office cashier (3)
22. Draw the format of a guest history? Discuss its importance? (3)
23. What is late checkout? List the problems faced by hotels due to late checkout. (3)
24. Briefly explain the role of Property management system in reservation module? (3)
25. Write any three advantages and three drawbacks of PMS? (3)
26. How is corporate billing done in hotels? (3)

SECTION –B

Long/Essay type questions (5 marks each).

Answer any 5 questions out of the given 7 questions:

27. What is express checkout? Write the procedure followed in express checkout with its advantages. (5)
28. Discuss Visitors Paid out Voucher? Draw the format of VPO? (5)
29. Explain the following? (5)
 - a) Allowance /Discount voucher
 - b) Commission voucher
30. Draw the format of guest weekly bill and explain its uses? (5)
31. Describe any five commonly used reports in front office? (5)
32. Discuss the main duties and responsibilities of night auditor? (5)
33. Elaborate the process involved in night auditing? (5)