

CP-9736

Sub. Code

21211

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018**

First Semester

FRONT OFFICE OPERATION

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Modified American plan?
2. What is Lobby?
3. Define Gib rate.
4. Define Inns.
5. Define Floatels.
6. Define Casino Hotel.
7. Define Lost and Found.
8. Define Errand Card.
9. What is Paging?
10. What is Master Folio?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the importance of Front-office department.

Or

- (b) Classify the Hotels according to

(i) Location

(ii) Length of guest stay.

12. (a) Explain the different equipments used in Front-Office.

Or

- (b) Explain the types of room.

13. (a) Explain the Co-ordination of Front office with other departments.

Or

- (b) Explain the duties and responsibilities of Bell-Boy.

14. (a) Draw and the format of Reservation Form and explain.

Or

- (b) Explain G.R.C. and C-form.

15. (a) Explain the Job description of Bell-Boy.

Or

- (b) Define Tariff and Tariff fixation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail the Development and growth of Hotel industry in India.

Or

- (b) Explain the Job description of Front-office Cashier.

17. (a) Explain the Organizational Structure of Front-office department in Large Hotel.

Or

- (b) Explain the front-office Security functions.

18. (a) Explain the process of Guest Registration and Documentation.

Or

- (b) Explain the check-out settlement process.
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CP-9737

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21212

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018**

First Semester

Front Office Operation

ACCOMMODATION OPERATION

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Explain Linen exchange Book.
2. Define Houseman.
3. Define Upholstery.
4. Explain Head Gardener.
5. Mention any four uses of cleaning agents.
6. Define Floor pantry.
7. Define Evening service.
8. Write about Weekly cleaning.
9. Name three Disinfectants.
10. What is meant by Vacant room?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw the Lay-out of Housekeeping department.

Or

- (b) Give Job description of Deputy Housekeeper.

12. (a) Explain the Coordination of Housekeeping department with the other departments.

Or

- (b) Explain the duties and responsibilities of Head gardener.

13. (a) Write about the Qualities of Housekeeping staff.

Or

- (b) Explain the setting of Maid's Cart and its uses.

14. (a) Explain the method of cleaning in

- (i) Check-out room
- (ii) Occupied room.

Or

- (b) List the cleaning agents its Importance and purposes.

15. (a) Explain Special cleaning procedure.

Or

- (b) Explain the method of cleaning in

- (i) Guest room
- (ii) Floor pantry.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the procedure of
(i) Weekly cleaning
(ii) Periodic cleaning.

Or

- (b) Write in detail the role of Housekeeping in Hospitality Industry.
17. (a) Explain the types of Mechanical Equipments and its uses.

Or

- (b) Explain the Public area cleaning procedure for the following.
(i) Corridors
(ii) Lobby
(iii) Pool area
(iv) F & B outlets
(v) Shopping arcade
18. (a) Explain the roles and responsibilities of Executive Housekeeper.

Or

- (b) Explain the Organisational Hierarchy of Housekeeping department in a Medium Hotel
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21211

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018**

Non-Semester

FRONT OFFICE OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the classification of Hotels?
2. List the types of rooms.
3. Brief on modes of reservation.
4. What is meant by reservation records?
5. What are the methods of registration of Guest?
6. What is the purpose of logbook?
7. Brief on type of ledgers.
8. What are the check-out options?
9. What is paging the guest and Escorting guest to their rooms?
10. Define tariff.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain Historical Background of Hospitality Industry.

Or

- (b) Discuss the Various types of hotel operations.

12. (a) What are duties and responsibilities of front office personnel?

Or

- (b) Write a note on various types of reservation.

13. (a) Describe the development and growth of hotel Industry in India.

Or

- (b) Brief explain the Guest relations management.

14. (a) What is the Job description of cashier in front office?

Or

- (b) Give details on potential checkout problems.

15. (a) What are the procedures for reservation confirmation, amendment, cancellation and overbooking?

Or

- (b) Explain the role of accounts department in front office.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) How will you classify the hotels?

Or

(b) Discuss various types of accommodation.

17. (a) Discuss the qualities of the receptionist in the front office department.

Or

(b) Give in detail of various records maintaining in front office.

18. (a) Explain the glossary terms related to registration.

Or

(b) Describe the accounts and computer billing of maintenance of accounts.

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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018**

Non-Semester

Front Office Operations

ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer the questions.

1. Who is House man?
2. What is upholstery?
3. List the types of rooms.
4. List out any two qualities of house keeping staff.
5. Name any four mechanical equipments used in house keeping department.
6. What is floor pantry?
7. List out the public area in a hotel.
8. Explain about the patio areas.
9. Write about master key.
10. What is freshen up services?

Part B**(5 × 5 = 25)**

Answer the questions.

11. (a) Explain the Inter departmental co-ordination of housekeeping department in a hotel.

Or

- (b) Explain the duties and responsibilities of head gardener.

12. (a) List out the activities of Desk controller in a house keeping department.

Or

- (b) What are the uses of Maid's cart and how to set it?

13. (a) Explain in detail the types of equipments.

Or

- (b) Explain the types of cleaning agents.

14. (a) What are the procedures followed in vacant room cleaning?

Or

- (b) Explain the special cleaning procedures.

15. (a) Explain in detail valet services and second services.

Or

- (b) Explain the key handling procedures followed in a hotel.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Give the job description of executive house keeper.

Or

- (b) Explain the types of rooms in a hotel.

17. (a) What are the types of equipments using in housekeeping department and explain with any two diagrams?

Or

- (b) Explain the records and handling procedures for

(i) Lost and found

(ii) Missing and damaged items.

18. (a) What are the rules should be followed at guest floors during the cleaning operation?

Or

- (b) Explain in detail the special services offered to the guest.

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21213

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018**

Non-Semester

Front Office Operation

ROOMS DIVISION MANAGEMENT

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Forecasting?
2. What is No shows?
3. What is selling?
4. What is ARR?
5. Explain the "Hue".
6. Write about the Interior design.
7. Explain floor coverings.
8. What is lighting?
9. Write down the types of linen?
10. What is in-house security?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on daily operations report.

Or

- (b) Write short notes on occupancy data.

12. (a) Explain the handling process of walk —in guest.

Or

- (b) Write down the Important role of front office in marketing and sales.

13. (a) What are the Basic elements of Interior design?

Or

- (b) Write down the uses of lighting system in a hotel.

14. (a) List out what are the accessories used in Interior decoration?

Or

- (b) Explain the primary colours, binary colours, tertiary colours.

15. (a) Explain the laundry management.

Or

- (b) Write down the Importance of security department in a hotel?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the functions of night auditor.

Or

- (b) Explain about the ABC of selling

17. (a) What are the Factors affecting colour schemes?

Or

- (b) Write down the types of floor coverings.

18. (a) Explain about the In-house laundry process.

Or

- (b) Write the process of handling guest laundry.
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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018.**

Non-Semester

FRONT OFFICE OPERATION

(2015 onwards)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. What is over booking? Explain it.
2. Explain about types of room.
3. Types of reservation.
4. Types of operation in hotels? Explain it.
5. Explain about log book.
6. What is long stay? Give some short brief about it.
7. Write any five tour operator with name and details.
8. Explain about wake up call procedure.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Explain about registration of guest in manual and automated.
 - (a) FIT
 - (b) Groups
 - (c) Crew
 - (d) VIPS

10. Explain about rights and liabilities of travel agent's for room booking.
 11. Explain about reservation.
 12. What are the source of reservation? Give some examples.
 13. Write different rates of tariff and explain it.
 14. Duties and responsibilities of lobby manager.
 15. Opportunities in hospitality industry.
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21212

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018**

Non-Semester

Front Office Operations

HOUSE KEEPING

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. Explain hotel industry.
2. Name any five manual equipments used in house keeping departments.
3. Write a short notes on detergent and alkalis.
4. Explain the public areas.
5. Explain the cabana and bed making.
6. What are the types of rooms?
7. Abbreviate – GRA and explain.
8. Explain the floor pantry.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Explain the duties and responsibilities of night supervisor.
 10. Explain various cleaning equipments.
 11. How do you clean a vacant and check out room?
 12. Explain the types of cleaning agents.
 13. What are the procedures followed in house keeping registers and reports?
 14. Explain the house keeping department staff organisation structure of a medium hotel.
 15. Explain the cleaning of public areas.
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CP-9743

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21213

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2018**

Non-Semester

Front Office Operation

**BASIC BOOK KEEPING AND OFFICE
ORGANIZATION**

(2015 onwards)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. What is meant by capital?
2. What are the objectives of book keeping?
3. What are the advantages of book keeping?
4. What are assets?
5. What is double entry system of book keeping?
6. What are the difference between single entry system and double entry system of book keeping?
7. Write short notes on real account.
8. What is a journal?

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Explain the meaning of source of documents.
 10. What are the causes of fire? Explain the basic.
 11. What is loose leaf ledger?
 12. What is posting?
 13. What is debit balance?
 14. What are the different types of mail received by the hotel?
 15. Explain the procedure for message handling for a guest.
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