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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

First Semester

Front Office Operation

FRONT OFFICE OPERATION

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define American plan.
2. What is Roabel?
3. Expand IATA.
4. Give four qualities of front office staff.
5. Define Cabana.
6. What is studio room?
7. What is tariff?
8. Mention the modes of Reservation.
9. What is paging?
10. Expand SPATT.

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain upselling.

Or

(b) Explain about the types of rooms.

12. (a) Write short notes on

(i) Resort Hotel

(ii) Casino Hotel.

Or

(b) Write about overbooking.

13. (a) Draw the format of G.R.C.

Or

(b) Explain about C-form.

14. (a) Explain Tariff and Tariff fixation.

Or

(b) Write in detail about the Emergency procedures.

15. (a) Explain the types of operation of

(i) Franchise

(ii) Management contracts.

(iii) Chain hotels.

Or

(b) Explain the Ideal qualities and attributes of the receptionist

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Briefly explain the types of plans.

Or

- (b) Explain the Hierarchy of Front-office department in a large hotel.

17. (a) Explain the job description of Bell caption.

Or

- (b) Explain the job description of front-office cashier.

18. (a) Classify hotels according to the following and explain (i) location (ii) Size.

Or

- (b) Write in detail about the front-office security functions.
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**CRAFT COURSE CERTIFICATE EXAMINATION,
APRIL 2019**

First Semester

Front Office Operation

ACCOMMODATION OPERATION

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Valet Service.
2. Define Gardener.
3. Mention the uses of Maid's cart.
4. Define Housekeeping store.
5. Explain Shampooing machine.
6. Define Floor pantry.
7. Define Machine Room.
8. What is Disinfectant?
9. Define Alkaline Cleaner.
10. List the uses of deodorants.

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain the job description of Housekeeping staff.

Or

- (b) Explain the types of records maintained in housekeeping department.

12. (a) Explain maid cart with neat diagram.

Or

- (b) Explain the types of manual equipments and its uses.

13. (a) Draw the Lay-out of Housekeeping department in a Large Hotel.

Or

- (b) Define briefing and explain scheduling of Housekeeping Staff.

14. (a) Explain the following :

- (i) Machine room
- (ii) Housekeeping store.

Or

- (b) Explain the Inter-departmental co-ordination with Housekeeping department.

15. (a) Explain the job description Deputy housekeeper.

Or

- (b) Explain Evening Service.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the organisational structure of Housekeeping department.

Or

- (b) Explain the Lay-out of Housekeeping department and organizational chart.

17. (a) Explain the mechanical equipments types and uses.

Or

- (b) Explain the job description of :

(i) Floor supervisor

(ii) Head gardener.

18. (a) Explain the following :

(i) The nature of soiling

(ii) Solvent cleaners

(iii) Disinfectants.

Or

- (b) Explain the role of housekeeping in the Hospitality Industry.

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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Second Semester

Front Office Operation

ROOMS DIVISION MANAGEMENT

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Who is responsible for guest credit monitoring?
2. Who is a no show?
3. Define ABC.
4. What is USP in personal selling?
5. What are warm and cool tones?
6. Define incandescent lighting?
7. What are the primary colours and secondary colours?
8. What are the different floors?
9. Define off premises laundry.
10. Which are the public areas in a hotel?

Part B**(5 × 5 = 25)**Answer **all** questions

11. (a) Write the role of night auditor.
- Or
- (b) Explain daily and supplementary transcripts.
12. (a) What are the selling techniques followed in front office?
- Or
- (b) How is identify the market?
13. (a) What is the importance of interior design?
- Or
- (b) List the factors affecting colour schemes.
14. (a) What are lighting systems used in hotels?
- Or
- (b) What are accessories in interior decoration and their role.
15. (a) Write the importance of security departments?
- Or
- (b) Write the advantages and disadvantages of having on premise laundry.

Part C**(3 × 10 = 30)**Answer **all** questions.

16. (a) Explain the process of night audit.
- Or
- (b) Explain the forecasting room availability.

17. (a) List and explain front office selling techniques.

Or

(b) Explain the importance of interior decoration in a hotel.

18. (a) Explain the importance of lighting systems, floorings, floor coverings, furniture and fixtures in a hotel.

Or

(b) Explain the important role of security department in public area supervision in a hotel.

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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non-Semester

Front Office Operation

FRONT OFFICE OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is pilgrimage?
2. What is resources of tourism?
3. Explain about Downtown hotels.
4. What is Express check out?
5. Role of Travel desk.
6. What is Heritage Hotels?
7. Write any two types of Rooms.
8. What is Volume rate?
9. Explain about Crib.
10. Write types of plan.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the importance of log books.

Or

- (b) Write about duties and responsibilities of night auditor.

12. (a) Draw a chart of Standard Reservation Form.

Or

- (b) Draw a arrival and departure list.

13. (a) Write a short notes on up-selling.

Or

- (b) Registration of guest for manual and automated system.

14. (a) Write any ten points for making positive first impression.

Or

- (b) How to handle a guest mail?

15. (a) Write a short note on importance of Front office.

Or

- (b) Write a configuration of guest room.

- (i) Single room
- (ii) Double room
- (iii) Suit room
- (iv) Luxury room
- (v) Deluxe suit.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the scanty baggage procedure.

Or

- (b) Draw the front office organization chart in a large hotel.

17. (a) Explain about city ledger.

Or

- (b) Explain about staff function in Front office reservation.

18. (a) Explain the guest arrival procedure as concern the lobby.

Or

- (b) What is VIP procedure?

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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non-Semester

Front Office Operation

ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is discrepancy report?
2. Who is a houseman?
3. List any four mechanical equipments used for cleaning.
4. Define amenity.
5. What is Four pantry?
6. Give the uses of Housekeeping stores.
7. Explain evening service.
8. What is valet service?
9. Define logbook.
10. Define crib.

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) Give the job description of deputy housekeeper.

Or

(b) Explain special cleaning procedure.

12. (a) Explain the role of houseman.

Or

(b) Explain the preparation of red slip.

13. (a) Explain the check-out room cleaning procedure.

Or

(b) Explain public area cleaning procedure of

(i) Pool area

(ii) Lounge

(iii) F and B outlets

(iv) Elevators.

14. (a) Explain bed making procedure.

Or

(b) Explain second service.

15. (a) Explain key handling procedure along with the types of keys.

Or

(b) Explain lost and found procedure.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw and explain the organizational structure of housekeeping department of large hotel.

Or

- (b) Explain importance of cleaning and weekly cleaning procedure.

17. (a) Write in detail the duties and responsibilities of executive housekeeper.

Or

- (b) Explain inter departmental relationship with housekeeping department.

18. (a) Explain the types of cleaning agents.

Or

- (b) Explain the roles and responsibilities of housekeeping staff.
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21213

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non Semester

Front Office Operation

ROOM DIVISION MANAGEMENT

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define No-show.
2. Define over-stay.
3. What is Hurdle rate?
4. List any three advantages of linen in room.
5. What is meant by on premises laundry?
6. Define linen.
7. Give some examples for hotel products.
8. Who is responsible for night audit?
9. Write three points on importance of interior design.
10. Give the benefits of line hire.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the factors affecting interior design.

Or

- (b) Explain the importance of laundry.

12. (a) Explain Average Daily Rate (ADR).

Or

- (b) Write short notes on

- (i) Revpar (Revenue available per room)
- (ii) Hurdle rate.

13. (a) Write about the role of Front Office in marketing and sales.

Or

- (b) Explain the following :

- (i) Automotive selling.
- (ii) Creative selling.

14. (a) Write about floor and floor covering.

Or

- (b) Write about lighting system in hotels.

15. (a) Write short notes on advantages of linen hire.

Or

- (b) Explain the importance of security department.

Part C

(3 × 10 = 30)

Answer **all** questions.

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

Or

- (b) Write notes on principles of interior design.

17. (a) Explain the basic elements of art act in interior design.

Or

- (b) Write in detail on guest room supervision.

18. (a) Explain about purpose of selling in detail.

Or

- (b) Write about the importance of security department.
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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non Semester

Front Office Operation

FRONT OFFICE OPERATION

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. Define the tourist.
2. Explain about classification of hotels.
3. Draw a chart about organization chart of a medium hotel.
4. Who is a airport representative? Explain about his duties and responsibilities.
5. What is central reservation system? Explain it.
6. Explain about group reservation.
7. Draw a chart of amenities voucher.
8. What are the ideal qualities and attributes of personal grooming?

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Explain about receiving of guest procedures.
 10. Draw the following chart's.
 - (a) Registration card
 - (b) Arrival and departure register
 - (c) Standard reservation form.
 11. Explain about types of room.
 12. Write about configuration of rooms and accessories for.
 - (a) Single room
 - (b) Double room
 - (c) Suit
 - (d) Luxury
 - (e) Deluxe suit
 13. About types of plan and explain with rooms offer's.
 14. Draw any ten equipment's using in front office department.
 15. Explain the pre-registration procedure.
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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non-Semester

Front Office

HOUSE KEEPING

(Upto 2015 batch)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. Define the following terms :
 - (a) Flatel
 - (b) Spa
 - (c) Florist
2. Explain about Upholsterers.
3. Explain about CMMS.
4. What is scanty baggage?
5. Duties and responsibilities of control desk supervisor.
6. Explain about uniformed services.
7. Write any ten about Room status code with definition.
8. Define guest room amenities.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Write a short note on use and maintenance of brushes.
 10. What are the purchase considerations when buying house keeping equipment?
 11. What are the storage conditions for house keeping equipment?
 12. What are the factors of choosing a cleaning method?
 13. What are the basic principles in cleaning ceiling and walls?
 14. What are the categories of carpet's? Explain it.
 15. What are the factors in choosing on cleaning method?
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21213

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non-Semester

Front Office Operations

BASIC BOOK KEEPING AND OFFICE ORGANISATION

(upto 2015 batch)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. What are the business transactions?
2. What is a personal account?
3. What is credit balance?
4. How is the journal ruled?
5. What are the different types of accounts?
6. Write a short note on the following term :
 - (a) Purchases
 - (b) Sales
 - (c) Invoice
 - (d) Voucher.
7. Explain the different types of vouchers prepared by the front office.
8. What is visitors tabular ledger? Explain it.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. What are the duties and responsibilities of a night auditor?
 10. What are the causes of fire? Explain the basic.
 11. What are the basic principles of double entry system of book keeping?
 12. What is drawings?
 13. What is narration?
 14. What are the different types of communication? Explain it.
 15. What is city ledger?
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