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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 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. What is Hotel?
2. What is Cabana room?
3. Define-Registration?
4. What do you mean by over booking?
5. Write the abbreviation for the following
 - (a) FIT
 - (b) GIT
 - (c) GRC.
6. Define pre-registration.
7. Who is G.R.E?
8. What do you mean by foreign currency transactions?
9. What is unpaid accounts balance?
10. Write the methods of settlement.

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

11. (a) What are the advantages and disadvantages of sole proprietorship?

Or

- (b) What broad functions does a front office system provide?

12. (a) Why does front office staff need discipline?

Or

- (b) What do you mean by automated reservation?

13. (a) Draw-'C' form and explain it.

Or

- (b) What is pre-registrations?

14. (a) What do you mean lost and found?

Or

- (b) What is Guest complaints?

15. (a) Write the short note on checkout procedure?

Or

- (b) Write some potential check-out problems.

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

16. (a) What are the different types of business organisation?

Or

- (b) Illustrate the role of receptionist?

17. (a) Explain – Sources of reservation.

Or

(b) Write the Baggage handling procedure of the following.

(i) FIT

(ii) GIT

(iii) VIP.

18. (a) Demonstrate-departure procedures.

Or

(b) What is guest folios? Explain.

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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 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. What do you mean by medium hotel?
2. Who is Executive house keeper?
3. What are the purpose of Brooms?
4. Define – Shampooing machine.
5. Define – Luxury deluxe suite.
6. What is evening service?
7. Define – Weekly cleaning.
8. What are the standard supplies provided in V.I.P Rooms?
9. Define – Valet service.
10. Define – Floor pantry.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is the house keeping department in a hotel?

Or

- (b) What are the various problems looked into and activities undertaken by the maintenance department?

12. (a) What is the purpose of an organization chart? and outline the organization chart for a medium – size hotel.

Or

- (b) What are the points to be considered while choosing cleaning equipment?

13. (a) What is detergent?

Or

- (b) Define – Cleaning. Why do we clean?

14. (a) Elaborate the procedure for cleaning a guest bathroom?

Or

- (b) What do you mean by special cleaning?

15. (a) What is key control? Explain.

Or

- (b) What do you mean by special services.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the procedure of bed-making in detail.

Or

- (b) Explain – the procedure for the daily cleaning of a vacated room.

17. (a) List the principles of cleaning guest room.

Or

- (b) Discuss water as a cleaning agents in detail.

18. (a) How dose house keeping co-ordinate with the following?

- (i) The front office
- (ii) Maintenance
- (iii) The Food and Beverage department

Or

- (b) List the duties and responsibilities of:

- (i) A deputy house keeper
 - (ii) Head Gardener
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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

Second Semester

Front Office Operation

ROOM DIVISION MANAGEMENT

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Night audit.
2. Define Interior design.
3. Define Laundry.
4. Define Lobby.
5. What is family rate?
6. What is ABC Selling?
7. What is personal selling?
8. What do you mean by floor and floor covering?
9. Explain the types of colour.
10. Write any three night auditing process.

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

11. (a) Explain – Cross Referencing?

Or

(b) Write down role of the front office in marketing?

12. (a) Classify occupancy ratio to,

(i) Average Daily rate

(ii) Average Room rate

Or

(b) Illustrate the importance of interior design.

13. (a) What is floor and floor covering?

Or

(b) Write about security department.

14. (a) What do you mean by guest Laundry?

Or

(b) What is guest room supervision?

15. (a) What is colour classification.

Or

(b) What is the role of colour in interior design?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain-Elements of arts and design.

Or

- (b) How do you fix light and lighting system in hotel?
Explain.

17. (a) Explain–Hotel product?

Or

- (b) Demonstrate the duties and Responsibilities of
night auditor.

18. (a) What are the importance of a security department?
Explain.

Or

- (b) List out the advantages and disadvantages of
Laundry?
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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

Non – Semester

FRONT OFFICE OPERATION

(2016 Onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Tourist.
2. What is Convention Tourism?
3. What is Floateis?
4. Explain about Attributes of Front Office Staff.
5. Explain about Luxurious Suite.
6. What is Cabana?
7. What is Commercial vote?
8. Explain about modes reservation.
9. What is lobby?
10. Write any five software names using for check in check out in Front office department?

Part B

(5 × 5 = 25)

Answer **all** questions:

11. (a) Types of Reservation.

Or

- (b) Importance of Reservation.

12. (a) Explain about the procedure of pre – registration.
Or
(b) Opportunitites in Hospitality Industry.
13. (a) Explain about Types of Room.
Or
(b) Draw a chart of organization chart of a medium hotel.
14. (a) Write a short notes about different types of traffi in hotels.
Or
(b) Explain about G.R.C.
15. (a) Write a short note about development and growth of Hotel Industry in India.
Or
(b) Classification of Hotels Explain.

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Explain about the lobby desk.
Or
(b) Describe about occupancy statistics.
17. (a) What are the department that front office co–ordinate with?
Or
(b) What are the purpose of travels?
18. (a) Define the Hotel.
Or
(b) Define the lost and found procedure.
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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

Non-Semester

Front Office Operation

ACCOMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Maid's cart?
2. What is second service?
3. Who is a Floor Supervisor?
4. What is weekly cleaning?
5. List any three responsibilities of Houseman.
6. Give any four cleaning procedure of Public Area?
7. Explain Pool Area cleaning.
8. Mention four types of cleaning agents.
9. Explain baby sitting.
10. Explain the difference between safety and security.

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

11. (a) Explain the daily cleaning process of an occupied room.

Or

- (b) Explain the roles and responsibilities of public area supervisor.

12. (a) How will you follow the lost and found procedure?

Or

- (b) Explain the job description of Head Gardener.

13. (a) Explain the types of keys and key control procedures.

Or

- (b) Explain the following

- (i) Log-book
- (ii) Guest amenities
- (iii) Grand Master Key

14. (a) Draw the Lay-out of Housekeeping department in a Medium sized hotel?

Or

- (b) Explain the steps involved in Bed-Making.

15. (a) Explain guest room cleaning procedures.

Or

- (b) Explain periodic cleaning.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the following
- (i) Upholstery
 - (ii) Floor Pantry
 - (iii) Maid's cart uses

Or

- (b) Explain the types of cleaning and manual equipment with diagram.
17. (a) Explain the importance of public area cleaning.

Or

- (b) Draw the organization structure of Housekeeping in a Large Hotel and explain.
18. (a) Explain Lost and Procedure in detail.

Or

- (b) Explain the different types of keys with it uses briefly.
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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 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. Expand REVPAR.
2. What is Ideal Average rate?
3. Give three Basic elements of Art.
4. List any three advantages of Laundry.
5. What is Meant by Linen-hire?
6. What is off-premises Laundry?
7. Give any three factors affecting Interior design.
8. Give few points of the importance of security department.
9. Why Lighting is necessary in Hotels.
10. List some points about public area supervision?

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

11. (a) Write short notes on Role of Colour in Interior design.

Or

- (b) Explain the Importance of Linen used in hotels.

12. (a) Explain the guest room supervision in detail.

Or

- (b) Explain upholsteries and its importance in hotels.

13. (a) Explain in detail the role of front-office.

Or

- (b) Explain the precaution steps to taken in guest laundry?

14. (a) Explain occupancy Data in detail.

Or

- (b) Explain the process of identifying the market.

15. (a) Explain the importance of security department in the hotel industry.

Or

- (b) Explain the Lighting system in Hotels.

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

16. (a) Explain in detail the advantages of Linen hire.

Or

- (b) Discuss about the front-office

(i) Need for Sales

(ii) Identifying the Market

17. (a) Explain colour Scheme representation in detail.

Or

(b) Explain the Various part of Night audit process.

18. (a) Explain in detail about advantages of On-Premises and off-premises Laundry.

Or

(b) Explain the Benefits of Linen hiring in detail.

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**CRAFT CERTIFICATE EXAMINATION,
NOVEMBER 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. Draw the organizational chart of Front Office department in large, medium and small hotels.
2. Write the functions of Front office department.
3. What is Reservation? Explain the different modes of reservation.
4. Write the uses and functions of key rack in a star hotel.
5. Why good communication skills are needed for Front office Staff?
6. Explain the guest departure procedure in a hotel.
7. Write the functions of Lobby Manager.
8. Write the importance of Caring of guests.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Classify hotels and Explain all.
 10. Write the duties and responsibilities of Front office Staff at different level.
 11. Explain all the reservation records used in Front office department.
 12. Explain the diary system and Whitney System of reservations.
 13. How do we calculate room position? Discuss in detail.
 14. How the Front office department co-ordinates with other departments in a star hotel.
 15. Explain the role of Front office Staff with regards to the following.
 - (a) Fire accident
 - (b) Theft
 - (c) Death of a guest
 - (d) Skippers
 - (e) Scanty baggage.
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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

Non-Semester

HOUSE KEEPING

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. Explain about floor supervisor coordinates with other department.
2. Duties and Responsibilities of Horticulturist.
3. What are the different types of service in House keeping?
4. Give the reason why discipline is a important.
5. Explain the importance of House Keeping Room Report.
6. Describe about evening service.
7. Explain about for checking a room in procedure.
8. Write any ten about Guest linen and guest supplies?

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Give a brief description of the following :
 - (a) procedure for weekly cleaning
 - (b) procedure for under – repair rooms
 - (c) procedure for placing a guest supplies.
 10. List the following :
 - (a) Room furniture and fixtures
 - (b) Guest amenities
 - (c) Room supplies
 - (d) Bathroom supplies.
 11. Give a brief description about files and register's maintained by the control desk.
 12. Explain about lost and found procedure.
 13. Methods and principles of stock-taking.
 14. Draw a brushes in a different cleaning purpose.
 15. What are the purchase considerations's when buying housekeeping equipments?
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**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

Non-Semester

Front office operation

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 advantages of book keeping?
2. What is journal and write its features?
3. Explain the following (a) Account receivable (b) Accounts payable (c) Balance sheet (d) Cash flow.
4. What do you mean by purchase return book? Write the importance of it.
5. What is petty cash book? What are the advantages of maintaining a petty cash book.
6. What are the advantages of double column cash book?
7. What are the elements of office management?
8. What is a communication device? Explain in brief.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Explain the various types of accounts and the golden rules of debit and credit.
 10. Explain the different types of subsidiary books.
 11. Explain the various concepts and conventions in accounting.
 12. What is Trial Balance? Write its advantages and limitations.
 13. What is an index filing system? Explain the various methods of filing.
 14. Define communication. Explain the various types of communication.
 15. What is a communication device? Explain the modern communication devices with examples.
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