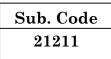
C-4518



#### CRAFT CERTIFICATE COURSE EXAMINATION

#### **APRIL 2021 EXAMINATION**

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#### **APRIL 2020 ARREAR EXAMINATION**

### **First Semester**

# FRONT OFFICE OPERATION

#### (2018 onwards)

Duration: 3 Hours

Maximum : 75 Marks

 $(10 \times 2 = 20)$ 

Answer **all** questions.

Part A

- 1. What is Referral hotel?
- 2. Write the abbreviation for the following :
  - (a) CP
  - (b) AP
  - (c) MAP
  - (d) EP.
- 3. Define Reservation.
- 4. What is 'C' form?
- 5. What is Log book?
- 6. What do you mean by miscellaneous services?
- 7. Define guest folio.
- 8. Explain creating guest history card.
- 9. Define Motels.
- 10. Define Boutique hotel.

Answer **all** questions by choosing either (a) or (b).

11. (a) Explain the types of operation.

Or

- (b) Draw a layout of front office department.
- 12. (a) List out the duties and responsibilities of G.R.E.

Or

- (b) Explain tariff.
- 13. (a) What is group reservation?

Or

- (b) Write check-in procedure of the following (i) FIT (ii) VIP.
- 14. (a) How do you define guest services?

Or

- (b) Explain the job description of bell-captain.
- 15. (a) Illustrate the role of front office cashier.

Or

(b) What do you mean by checkout settlement?

#### Part C

 $(3 \times 10 = 30)$ 

Answer **all** questions by choosing either (a) or (b).

16. (a) What are the equipment used in front office department and draw a layout of front office?

Or

(b) Explain – Tariff fixation.

 $\mathbf{2}$ 

17. (a) What are the types of room reservation? Explain.

Or

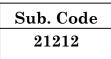
- (b) Demonstrate registration procedure.
- 18. (a) Attempt an essay on development and growth of hotel industry in India.

Or

(b) What do you mean by credit monitoring? Explain.

3

C-4519



## **CRAFT CERTIFICATE COURSE EXAMINATION**

# FRONT OFFICE OPERATION

# APRIL 2021 EXAMINATION

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# **APRIL 2020 ARREAR EXAMINATION**

## **First Semester**

# ACCOMMODATION OPERATION

#### (2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

 $(10 \times 2 = 20)$ 

Answer **all** questions.

- 1. Define Hotel.
- 2. What is Guest room?
- 3. Define Lobby.
- 4. What is occupied room?
- 5. Write any five chemical cleaning agent.
- 6. Write any five types of keys.
- 7. What is DND and OOO?
- 8. Who is house man?
- 9. What do you mean by periodic cleaning?
- 10. Explain lost and found.

# Part B $(5 \times 5 = 25)$

Answer **all** questions, by choosing either (a) or (b).

11. (a) Draw – organization structure for small housekeeping department.

Or

- (b) Write job description for floor supervisor.
- 12. (a) Explain the co-ordination of house keeping deportment with other department.

Or

- (b) Explain maid cart with neat diagram.
- 13. (a) What do you mean by public area? Explain.

Or

- (b) Explain daily cleaning schedules and records.
- 14. (a) Explain weekly cleaning.

Or

- (b) Write some special services for guest.
- 15. (a) What do you mean by lost and found?

Or

(b) Explain types of keys.

 $\mathbf{2}$ 

**Part C**  $(3 \times 10 = 30)$ 

Answer **all** questions, by choosing either (a) or (b).

16. (a) Draw a layout of house keeping department.

Or

- (b) What are the duties and responsibilities of executive house keeper?
- 17. (a) What is cleaning equipment? Explain.

Or

(b) What is cleaning agents? Explain.

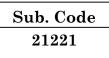
18. (a) Explain the procedures of bed making.

Or

- (b) Illustrate the public area cleaning procedure for the following.
  - (i) Office area
  - (ii) Lobby
  - (iii) Lounge
  - (iv) Escalator.

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**C-4520** 



### CRAFT CERTIFICATE COURSE EXAMINATION

# FRONT OFFICE OPERATION

### APRIL 2021 EXAMINATION

&

# **APRIL 2020 ARREAR EXAMINATION**

## Second Semester

## **ROOMS DIVISION MANAGEMENT**

#### (2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

 $(10 \times 2 = 20)$ 

Answer **all** questions.

- 1. What is on premises laundry?
- 2. Give some security equipments used in hotels.
- 3. List out some points about room supervision.
- 4. List out some night auditing process.
- 5. What are the types of bed linens?
- 6. What is ABC selling?
- 7. What are the elements of Interior design?
- 8. How to calculate ARR?
- 9. What is REVPAR?
- 10. What is Hurdle rate?

Part B  $(5 \times 5 = 25)$ 

Answer **all** questions by choosing either (a) or (b).

11. (a) What are the purpose of cross referencing in night auditing?

 $\mathbf{Or}$ 

- (b) How to post room rates and taxes in night audit report?
- 12. (a) How to forecast the room availability?

 $\mathbf{Or}$ 

- (b) How to identifying the market in selling?
- 13. (a) What are the principles of interior design?

Or

- (b) Give some examples of linen and sizes.
- 14. (a) What are the importance of security department?

Or

(b) List out the public area supervision.

15. (a) What are the role of frontoffice in security department?

Or

2

(b) Define advantages and disadvantages of linen hiring.

**Part C**  $(3 \times 10 = 30)$ 

Answer **all** questions by choosing either (a) or (b).

16. (a) Explain the process of night auditing.

Or

- (b) How to calculate the occupancy ratios in ADR, ARR and REVPAR?
- 17. (a) What are choices of guest in selling?

Or

- (b) Explain the factors affecting the colour schemes.
- 18. (a) What are the types of lights and light systems used in hotels?

 $\mathbf{Or}$ 

(b) Explain advantages and disadvantages of on premises and off premises laundry.

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