

C-4518

Sub. Code

21211

CRAFT CERTIFICATE COURSE EXAMINATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

First Semester

FRONT OFFICE OPERATION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

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.

Part B

(5 × 5 = 25)

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 × 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.

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.

C-4519

Sub. Code

21212

CRAFT CERTIFICATE COURSE EXAMINATION

FRONT OFFICE OPERATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

First Semester

ACCOMMODATION OPERATION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 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 × 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 department 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.

Part C

(3 × 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.

C-4520

Sub. Code

21221

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 × 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 × 5 = 25)

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

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

Or

- (b) How to post room rates and taxes in night audit report?

12. (a) How to forecast the room availability?

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

- (b) Define advantages and disadvantages of linen hiring.

Part C

(3 × 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?

Or

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