

**C-5491**

**Sub. Code**

**21211**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2021**

**First Semester**

**FRONT OFFICE OPERATION**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is paging?
2. What is a 'C'-Form?
3. Explain:
  - (a) Studio room
  - (b) Pent house
4. Differentiate between Bermuda plan and European plan.
5. What are the modes of reservation?
6. What is Unpaid Account balance?
7. What is overbooking?
8. What is Traveller's cheque?
9. What is a 'Log book'?
10. Who is a skipper?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain time–share and condominium.

Or

- (b) What are the importance of reservation?

12. (a) Explain the importance of Front office as a “Face of a hotel”.

Or

- (b) What you mean by automated reservation?

13. (a) Draw a ‘C’–form and explain it.

Or

- (b) What are the procedure of lost and found?

14. (a) What are various guest complaints? How to handle each of them?

Or

- (b) What are the rules followed by Front office staffs?

15. (a) Explain collection of Accounts.

Or

- (b) What are the methods of settlement?

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the procedure for rooming a FIT guest and group.

Or

- (b) What are the potential check out problems?

17. (a) Write short notes on  
(i) Protection of funds  
(ii) Safe deposit boxes,  
(iii) Wake up call.

Or

- (b) What are the miscellaneous services performed by concierge.

18. (a) What are the benefits of computer?

Or

- (b) What are the various reservation records maintained by front office? Explain in detail.

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**C-5492**

**Sub. Code**

**21212**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2021**

**First Semester**

**Front Office Operation**

**ACCOMMODATION OPERATION**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is a LANAI.
2. Expand –OOO, DND. Explain them.
3. Who is a Horticulturist.
4. What is carpet shampooing machine.
5. What is “Turn Down Service”.
6. What is ‘Baby sitting’.
7. Name four VIP’s amenities.
8. What is a Duvet.
9. What is a tooth glass? What is the other name.
10. What are dirty dozens.

**Part B**

(5 × 5 = 25)

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

11. (a) Give duties of a GRA.

Or

- (b) What are the various records maintained by floor supervisor.

12. (a) Explain any eight room status with symbol used in housekeeping.

Or

- (b) What is floor pantry? Explain its activities.

13. (a) How will you care, use and store cleaning agents. Explain.

Or

- (b) How will you care and store manual and mechanical equipments.

14. (a) How will you clean a vacant room. Give procedures.

Or

- (b) Step down the procedure for cleaning a swimming pool.

15. (a) Describe in detail about the placement of supplies in a guest room.

Or

- (b) Briefly explain the key control procedure.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are steps used for bed making.

Or

(b) Step down the detail procedure for evening service.

17. (a) What are the rules followed on a guest floor.

Or

(b) What are the various cleaning agents? Explain.

18. (a) What are the various keys used in housekeeping explain each? Draw a format of key control register.

Or

(b) What is lost and found? Detail out the procedure.

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