

C-8045

Sub. Code

21211

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2022**

First Semester

FRONT OFFICE OPERATION

(2018 onwards)

Duration: 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is a Hotel?
2. What is a Resort Hotel?
3. Explain Heritage Hotel.
4. Explain about Front Office.
5. What is a Pent House?
6. What is unpaid accounts balance?
7. What is Guaranteed Reservation?
8. Explain:
(a) FIT (b) VIP
9. What is city ledger?
10. Explain lost and found.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain different types of Hotels.

Or

- (b) Explain the Importance of Front Office.

12. (a) What are the ideal qualities and attributes of a receptionist?

Or

- (b) Explain the different types of meal plans.

13. (a) Draw form 'C' and Explain it.

Or

- (b) Explain the VVIP Guest Arrival Procedure.

14. (a) What is guest complaints? Explain its types.

Or

- (b) Explain Job description of concierge.

15. (a) Explain the different types of folios.

Or

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

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the historical background of hospitality Industry.

Or

- (b) Draw the layout of Front Office.

17. (a) Explain the co-ordination of Front Office with other departments in Hotel.

Or

- (b) Explain the different methods of settlement.

18. (a) Explain the Baggage procedure of :

- (i) FIT
- (ii) GIT
- (iii) VIP

Or

- (b) Explain any five:

- (i) Check-in
- (ii) Check-out
- (iii) G.R.C
- (iv) Room Status
- (v) Sleeper
- (vi) Room occupancy percentage

C-8046

Sub. Code

21212

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2022.**

First Semester

Front Office Operation

ACCOMMODATION OPERATION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Mention the roles of Housekeeping in Hotel.
2. Define Valet Service.
3. What is a room inspection checklist?
4. Explain about a suite room.
5. Mention any two Mops and their uses.
6. Define Polishes.
7. What is Turn Down Service?
8. What is spring cleaning?
9. Mention the different types of Beds and its sizes.
10. Define Sauna Bath.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Housekeeping acts as backbone for Hotel. Explain.

Or

- (b) Define cleaning. Why do we clean?

12. (a) Explain about Manual equipments.

Or

- (b) Explain the use and care of storage of cleaning agents.

13. (a) Explain frequency schedule.

Or

- (b) Explain the cleaning procedure of a checkout room.

14. (a) Explain about lost and found procedure.

Or

- (b) Explain the rules on a Guest floor.

15. (a) Explain:

(i) Discrepancy Report

(ii) Par Stock

(iii) Job order

Or

- (b) Explain Key Handling Procedure.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the organisational structure of a 5-star Hotel.

Or

- (b) Explain the Job description of executive Housekeeper.

17. (a) Explain five Manual and five Mechanical equipments.

Or

- (b) Explain about Public Area cleaning.

18. (a) Mention the standard room supplies of VIP, normal and VVIP's room.

Or

- (b) Explain the bed making process.
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C-5493

Sub. Code

21221

**CRAFT CERTIFICATE COURSE EXAMINATION
APRIL 2022**

Second Semester

Front Office Operation

ROOMS DIVISION MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is no-shows?
2. What is heigh balance report?
3. What are the taxes calculate in night audit?
4. What is understays?
5. Define - Bettered selling.
6. Why hotels and guest rooms need interior design?
7. What are the types of lights?
8. Give some examples of colour harmonies?
9. What are the purpose of Laundry?
10. What is public areas?

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) What are the role of night auditor?

Or

(b) What are the daily and supplementary transcripts in night audits?

12. (a) Define - The Reconcile room status discrepancies in night audit process.

Or

(b) What are the standard colour harmonies?

13. (a) What are the qualities of colours?

Or

(b) What are factors affecting colour schemes?

14. (a) What are the equipments used in laundry?

Or

(b) Define - The Role of front office in security department.

15. (a) Explain the furnitures, fixtures and upholsteries used in guest rooms.

Or

(b) What are the precautions to be taken while handling guest laundry?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain - The role of accessories in interior decorations.

Or

- (b) Explain - The brief notes about laundry process.

17. (a) What are the advantages and disadvantages of on premises and off premises laundry?

Or

- (b) What are the importance of Interior decorations?

18. (a) How to manage the laundry in Hotels?

Or

- (b) What are the advantages and disadvantages of linen hiring?
