

C-1438

Sub. Code

90411

P.G. DIPLOMA EXAMINATION, NOVEMBER 2023

First Semester

Hotel Accommodation Management

FRONT OFFICE OPERATION

(2023 onwards)

Duration: 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. Which section of the front office department is responsible for assisting guests with tourism information and reservations?
 - (a) Reservation
 - (b) Reception
 - (c) Concierge
 - (d) Cashier
2. Front office communicates to which department for cleaning and maintenance?
 - (a) F&B
 - (b) Housekeeping
 - (c) Maintenance
 - (d) Reservation
3. The guest arrives at the hotel without a prior booking is known as _____.
 - (a) Individual Reservation
 - (b) Group Reservation
 - (c) Walk-in Reservation
 - (d) Guaranteed Reservation

4. The process of guests arriving and officially registering at the hotel is called _____.
- (a) Walk-in (b) No show
 - (c) Check-out (d) Check-in
5. Room is not available for occupancy because of a mechanical malfunction.
- (a) VR (b) SO
 - (c) DR (d) OOO
6. A section of front involved in receiving guest, handling guest queries.
- (a) Reservation Section
 - (b) Information Section
 - (c) Reception Section
 - (d) Cash and bills Section
7. The bell desk is often responsible for which of the following services?
- (a) Making restaurant reservations
 - (b) Handling room billing
 - (c) Managing housekeeping schedules
 - (d) Providing in-room dining options
8. Accounts assigned to individual guests or guestrooms.
- (a) Employee Folios (b) Master Folios
 - (c) Split Folios (d) Guest Folios
9. Which department in a hotel typically manages financial transactions during guest check-outs?
- (a) Bell Desk (b) Reception
 - (c) Cashier (d) Reservation

10. The amount of cash assigned to a cashier
- (a) Overages
 - (b) Shortages
 - (c) Due Back
 - (d) Cash bank

Section B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the primary function of the front office department.

Or

- (b) Point out the role of the concierge in a hotel.

12. (a) Explain the duties and responsibilities of a front desk staff during the registration process.

Or

- (b) Write a brief note on Guest Registration Card.

13. (a) Explain the importance of guest feedback in the hotel registration process.

Or

- (b) Point out the duties and responsibilities of bell desk

14. (a) Write down the objectives of cash and credit control in front office.

Or

- (b) Point out the various functions of front office accounting system.

15. (a) Write down the various methods of bill settlement at the time of check-out.

Or

- (b) What are the points to be considered for settling a guest account by foreign currency?

Section C

(5 × 8 = 40)

Answer **all** questions.

16. (a) What are the various sections within the front office department? Explain with its functions.

Or

- (b) Discuss the challenges that the front office department faces when coordinating with other departments.

17. (a) What is online reservation system? Explain its the advantages and disadvantages.

Or

- (b) Describe the steps involved in the hotel registration process.

18. (a) Explain the process of handling reservation cancellations and no-shows.

Or

- (b) Discuss the importance identity verification during check-in.

19. (a) Why does the control of cash and credit lead to better financial management? Explain.

Or

- (b) List out and explain the different types of folios used in front office accounting.

20. (a) Explain step by step procedure for group check out.

Or

- (b) Compare the “express check-out” and “standard check-out” procedures. Explain its advantages and disadvantages.

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P.G. DIPLOMA EXAMINATION, NOVEMBER 2023

First Semester

Hotel Accommodation Management

HOUSEKEEPING MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Who is responsible for overseeing the housekeeping department in a hotel?
 - (a) Chef
 - (b) General Manager
 - (c) Executive Housekeeper
 - (d) Front Desk Agent

2. The department is responsible for recruiting and training housekeeping personnel.
 - (a) Front Office (b) Engineering/Maintenance
 - (c) Human Resources (d) Food and Beverage

3. What type of room is typically designed for guests with disabilities?
 - (a) Single room (b) Double room
 - (c) Suite (d) Accessible room

4. What is the main purpose of the maid's cart in housekeeping?
 - (a) Providing seating for housekeeping staff
 - (b) Storing guest luggage
 - (c) Carrying cleaning supplies and linens
 - (d) Serving as a mobile kitchen

5. Cleaning equipment used for polishing and buffing hard floors.
 - (a) Vacuum Cleaner (b) Floor Polisher
 - (c) Pressure Washer (d) Carpet Extractor

6. Test used for determining cleanliness of room.
 - (a) Water Ragging Test
 - (b) Air Ventilation Test
 - (c) White Ragging Test
 - (d) None of the Above

7. Which cleaning procedure involves changing and replacing used amenities in a guest room?
 - (a) Deep cleaning (b) Turndown service
 - (c) Daily servicing (d) Check-out cleaning

8. Which cleaning procedure is performed after a guest checks out?
 - (a) Deep cleaning (b) Turndown service
 - (c) Daily servicing (d) Check-out cleaning

9. The advantage of using electronic key cards
 - (a) Electronic keys are more decorative
 - (b) Electronic keys are more affordable
 - (c) Electronic keys can be easily duplicated
 - (d) Electronic keys can be easily deactivated and reissued

10. Housekeeping service involves rearranging the furniture and decor in a guest room.
- (a) Turndown service
 - (b) Butler service
 - (c) Room reconfiguration
 - (d) Concierge service

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Point out the job description of floor supervisor.
- Or
- (b) Write down the duties and responsibilities of houseman.
12. (a) Differentiate the features of a single room and a double room configuration.
- Or
- (b) List out the essential items typically found on a maid's cart.
13. (a) Explain the selection criteria for manual cleaning equipments.
- Or
- (b) What is floor seals? Explain the different types of floor sealers.
14. (a) What are the points to be kept in mind while storing the cleaning agents?
- Or
- (b) Explain the basic principle followed for cleaning.
15. (a) Write down the procedure to handle lost and found articles in hotels.
- Or
- (b) Explain the different types of keys used in hotel.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Draw the organizational structure of housekeeping department in a large hotel and explain its functions.

Or

- (b) Discuss the interrelationship between housekeeping and other department in a hotel.

17. (a) Write down the importance of room configurations and explain their impact on guest satisfaction.

Or

- (b) Outline the responsibilities of the housekeeping staff when preparing a presidential suite for VIP guests.

18. (a) List and explain the different mechanical cleaning equipments.

Or

- (b) Explain the SOP for maintaining and cleaning Floor pantry.

19. (a) Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels.

Or

- (b) Explain the step by step procedure for cleaning a public area.

20. (a) What is key control? Explain the procedures for key handling in star hotel.

Or

- (b) Discuss the essential features of computerised locking system.

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90413

P.G. DIPLOMA EXAMINATION, NOVEMBER 2023

First Semester

Hotel Accommodation Management

HOTEL AND CATERING LAWS

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. _____ is the key element that distinguishes a contract from a mere promise in hotel law.
 - (a) Verbal agreement
 - (b) Written documentation
 - (c) Legal enforceability
 - (d) Handshake agreement

2. The primary legislative body responsible for enacting and amending statutory laws related to the hotel industry in India is _____.
 - (a) Parliament of India
 - (b) Supreme Court of India
 - (c) State Legislative Assemblies
 - (d) Ministry of Tourism

3. Which Indian law is relevant for addressing disputes related to hotel contracts and consumer protection in the hotel industry?
 - (a) Consumer Protection Act
 - (b) Indian Penal Code
 - (c) Negotiable Instruments Act
 - (d) Copyright Act

4. What type of tort may arise if a hotel serves spoiled food to a guest, causing food poisoning?
 - (a) Defamation (b) Nuisance
 - (c) Battery (d) Negligence

5. What is one common reason a hotel may refuse to check in a guest?
 - (a) nationality (b) payment method
 - (c) travel itinerary (d) clothing choice

6. If a guest damages hotel property intentionally who is typically responsible for the cost of repairs?
 - (a) The hotel
 - (b) The guest
 - (c) A random employee
 - (d) General manger

7. Can a hotel legally install surveillance cameras inside guest rooms to monitor guest activities?
 - (a) Yes, at any time, without guest permission
 - (b) Yes, but only with permission of guest
 - (c) No, guest rooms are typically considered private
 - (d) No, but hotels can monitor guest rooms if they have security concerns

8. What is hotel liability primarily concerned with?
- (a) Guest satisfaction
 - (b) Guest safety and security
 - (c) Hotel marketing strategies
 - (d) Hotel profitability
9. Which of the following is an example of food adulteration?
- (a) Adding organic ingredients to a product
 - (b) Using synthetic food colourings within permissible limits
 - (c) Mixing water with milk to increase its volume
 - (d) Properly labelling allergens in a product
10. What does it mean for a food product to be misbranded?
- (a) It contains artificial ingredients
 - (b) The product is sold at a higher price
 - (c) The label is false or misleading
 - (d) All the above

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the main types of contracts commonly found in hotel operations.

Or

- (b) Briefly explain the concept torts law and its principles.

12. (a) What legal aspects does a guest have if they experience damages during their stay at hotel?

Or

- (b) What are a hotel guest's rights to privacy during their stay? Explain.

13. (a) Discuss the legal and ethical considerations involved in right to evict.

Or

- (b) Define the concept of "reasonable care" in the context of a hotel's duty to protect its guests.

14. (a) How does the nature of liability for a patron's property differ between a hotel guest and a non-guest?

Or

- (b) Explain the regulations governing the disposal or sale of unclaimed guest property.

15. (a) Define food adulteration, and why is it a concern in the food industry?

Or

- (b) Explain the role of government agencies in implementing rate control measures.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) List down and explain the various laws governing hotel industry in India.

Or

- (b) Describe the International Hotel Regulations for Hotels and Guests.

17. (a) What are the hotel's responsibilities if a guest leaves valuable items in their room after checking out? Explain.

Or

- (b) Can a hotel cancel a guest's reservation without any prior notice? Discuss.

18. (a) Analyse the duty of care that restaurants should provide to their patrons.

Or

- (b) Examine the legal obligations of hotels and restaurants regarding guest safety in restrooms and parking areas.

19. (a) Discuss the features of bailment and pledge in Indian Contract Act.

Or

- (b) List down the duties and responsibilities does a hotel owe to non-guests who leave their property in the hotel's care.

20. (a) Describe the important features of Food Safety and Standards Act.

Or

(b) List down and explain the powers and duties of a food inspector in India.
