

**C-1466**

**Sub. Code**

**21211**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2023**

**First Semester**

**FRONT OFFICE OPERATION**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ are also called as motorway hotels located next to the highways.  
(a) Boatels                      (b) Roatels  
(c) Floatels                      (d) Motels
2. \_\_\_\_\_ is a type of hotel accommodation that offers two levels or floors within the same room. Down pan is used as meeting room and upper part is used as bedroom.  
(a) Single suite                  (b) Double suite  
(c) Duplex suite                  (d) Luxury suite
3. The \_\_\_\_\_ is the hotel's estimate of no-shows plus cancellations and early departures.  
(a) Amendments                  (b) Wash factor  
(c) Registration                  (d) Cancellation
4. The C-form is a mandatory document which is prepared for all \_\_\_\_\_ guests  
(a) Foreign                          (b) Walk in  
(c) Resident                          (d) Non resident

5. Service Related ,Attitudinal and Mechanical are example of \_\_\_\_\_
- (a) Equipment (b) Guest Complaint  
(c) None of the above (d) All of the above
6. IT is a key used to open one section in a floor \_\_\_\_\_
- (a) Master key (b) Sub master key  
(c) Section key (d) Floor key
7. It is the transaction limit over which the credit card transactions must be approved \_\_\_\_\_
- (a) Cash limit (b) Paid limit  
(c) Guest limit (d) Floor limit
8. \_\_\_\_\_ is the amount of cash assigned to a cashier so that he/she can, handle the various transactions that occur during a particular work shift.
- (a) Cash bank (b) Cash out  
(c) Paid out (d) All of the above
9. Cash method or Card and UPI is a method of \_\_\_\_\_
- (a) Transaction (b) Payment  
(c) Settlement (d) None of the above
10. It is a transaction requiring posting to a guest folio that does not reach the front office until the guest has checked out and left the hotel.
- (a) Payment (b) Paid out  
(c) Late charges (d) Settlement

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a note on development of hotel industry and its growth.

Or

- (b) Discuss about various equipment used in front office.

12. (a) What are the various sources of reservation?

Or

(b) Explain the various potential reservation problem.

13. (a) Give the job description of a bell captain.

Or

(b) Discuss about the various miscellaneous services provided by the concierge.

14. (a) Discuss about various guest and non-guest account maintained in front office.

Or

(b) Write about various vouchers and ledgers maintained in front office.

15. (a) What are the various unpaid account balances managed by front office?

Or

(b) What are the various methods of settlement.

**Part C** (5 × 8 = 40)

Answer **all** questions.

16. (a) Discuss about various types of accommodation provided in hotels.

Or

(b) Discuss about the types of room available in the hotel.

17. (a) Write and discuss various types of reservation.

Or

(b) What are the various reservation records maintained in front office?

18. (a) Write about the various emergency procedure followed for (i) fire, (ii) Roil, (iii) medical and (iv) bonus threat.

Or

(b) Discuss on various guest complaints, its identification and handling procedure.

19. (a) How does front office handle various account maintenance? Discuss.

Or

(b) Discuss on encashment of foreign exchange, credit card processing, expenditure tax and service tax.

20. (a) Discuss about various check-out options provided by front office.

Or

(b) Write about various collection of accounts done by front office.

**C-1467**

**Sub. Code**

**21212**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2023.**

**First Semester**

**Front Office Operation**

**COMMUNICATIVE ENGLISH**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ are words that show the relationship between a noun or pronoun and other words in a sentence.  
(a) Conjunction            (b) Preposition  
(c) Idiom                    (d) Verb
2. \_\_\_\_\_ are words that have opposite meanings.  
(a) Synonyms            (b) Antonym  
(c) Verb                    (d) Gerund
3. A \_\_\_\_\_ also known as an adjective clause, is a type of dependent clause that provides more information about a noun in the main clause of a sentence.  
(a) Non adjective clause  
(b) Common clause  
(c) Relative clause  
(d) None of the above

4. \_\_\_\_\_ are sentences that contain an independent clause (a complete thought) and one or more dependent.
- (a) Simple sentence (b) Compound sentence  
(c) Complex sentence (d) All of the above
5. The \_\_\_\_\_ tense is a verb tense used to describe an action or event that happened before another action or event in the past.
- (a) Past (b) Past perfect  
(c) Past continuous (d) Past perfect continuous
6. Improved Focus and Concentration is an advantage of Practicing \_\_\_\_\_.
- (a) Reading (b) Writing  
(c) Listening (d) Acting
7. Personal and Business are a type \_\_\_\_\_ writing.
- (a) Text (b) Letter  
(c) E-mail (d) All of the above
8. A \_\_\_\_\_ also known as a tag question, is a grammatical structure used in English and some other languages to turn a declarative statement into a question.
- (a) Relative clause (b) Gerund  
(c) Question tag (d) Framing question
9. An \_\_\_\_\_ is a grammatical construction in which an infinitive verb (to + base form of the verb) is used, along with other words, to form a phrase that functions as a noun, adjective, or adverb within a sentence.
- (a) Phrasal verb (b) Finitive phrases  
(c) Gerund phrase (d) Infinitive phrases

10. \_\_\_\_\_ is a grammatical construction in which the subject of a sentence performs the action expressed by the verb.
- (a) Active voice            (b) Passive voice  
(c) None of the above   (d) All of the above

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe any function held in your college during Christmas.

Or

- (b) What are Articles? Discuss and give five examples.

12. (a) Express your opinion on give equal opportunity to men and women to work field.

Or

- (b) Discuss on the Mid-day meal plans introduced by Tamil Nadu government.

13. (a) Discuss on various tourist spot of Tamil Nadu.

Or

- (b) Give example of past perfect sentence.

14. (a) Discuss of giving suggestion to Tamil Nadu Government for the uplifting Agricultural sales.

Or

- (b) Write a note on expressing choices in English.

15. (a) Write a report on World Cup happening in India.

Or

- (b) Write about various business sentences used in modern days.

**Part C**

(5 × 8 = 40)

Answer **all** questions.

16. (a) Give example of synonyms.

Or

- (b) Write about the Activities that you will do when you go on a holiday.

17. (a) “Social Media” is a good revolution for society or not? Give your opinion on this.

Or

- (b) Write a dialogue between you and your college discussing about new company project.

18. (a) Write a short note on Global warning and Climatic change.

Or

- (b) Who is your favorite leader in the World. Write about him/her and why you like that person.

19. (a) Write an formal e-mail to a company who recently selected you, thank them for selecting you.

Or

- (b) Write a formal letter to your boss thanking him for promoting you.

20. (a) Write a report on Employee recognition.

Or

- (b) Write an Essay on “Should plastic be banned” (250 words).



C-1468

Sub. Code

21214

**CRAFT CERTIFICATE COURSE IN FRONT OFFICE  
OPERATION EXAMINATION,  
NOVEMBER 2023.**

**First Semester**

**TRAVEL AGENCY OPERATION**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ refers to the travel for leisure, recreation, or business purposes, typically involving the temporary stay of individuals or groups of people away from their usual place of residence or work.
  - (a) Hospitality            (b) Tourism
  - (c) Transportation        (d) Migration
2. Thomas cook and Expedia is a part of \_\_\_\_\_agency.
  - (a) Local travel
  - (b) National travel
  - (c) International travel
  - (d) None of the above
3. Travel planning and booking services are \_\_\_\_\_ of travel Agency.
  - (a) Function                (b) Duties
  - (c) Responsibilities        (d) Habit

4. FIT and GIT are example of \_\_\_\_\_
- (a) Group package (b) Business package  
(c) Family package (d) Travel package
5. \_\_\_\_\_ is the practice of planning, organizing, and controlling how you allocate your time to specific tasks and activities to effectively achieve your goals and maximize productivity.
- (a) Event management  
(b) Time management  
(c) Travel management  
(d) Hotel management
6. It is a detailed plan or schedule outlining a sequence of events, activities, or travel arrangements for a specific trip or journey \_\_\_\_\_
- (a) Travel schedule (b) Itinerary  
(c) Bucket list (d) None of the above
7. Emergency and diplomatic is types of \_\_\_\_\_
- (a) Visa (b) Passport  
(c) None of the above (d) All of the above
8. Make my trip and Yatra.com is apart of \_\_\_\_\_ agency.
- (a) Indian travel (b) Foreign travel  
(c) None of the above (d) All of the above
9. Facebook, Instagram and Twitter is \_\_\_\_\_ to promote tourism.
- (a) Tamil media (b) English media  
(c) English media (d) Science media

10. Train ticket and Identity CARD is need to travel in \_\_\_\_\_
- (a) Bus
  - (b) Aeroplane
  - (c) Ship
  - (d) Train

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss about current trend and challenges in tourism industry.
- Or
- (b) Discuss types of travel Agencies.
12. (a) What are various Ground Transportation Arrangement done by travel Agencies?
- Or
- (b) Write about introduction of tour package and cruise Booking by travel Agency.
13. (a) How does travel Agency Incorporate client interest and preference during travel?
- Or
- (b) Discuss Time management and scheduling consideration.
14. (a) Write the importance of Health and vaccination guideline for travellers.
- Or
- (b) Explain the Entry and Exit requirement for international travel.
15. (a) Write a short note on Role of Technology in modern travel Agencies.
- Or
- (b) Write about the online booking system and Reservation Platform.

**Part C**

(5 × 8 = 40)

Answer **all** questions.

16. (a) Discuss the current trend and challenges in the industry.

Or

- (b) Write the types of travel Agencies in detail.

17. (a) Write about various Accommodation Reservation done by travel Agency.

Or

- (b) Discuss the Booking procedure for transportation done by travel Agencies.

18. (a) Write the importance of Effective Communication skill for customer interaction.

Or

- (b) How to deal with customer Inquiries, complaint and feedback.

19. (a) Discuss various passport and visa requirement in various country and their Regulation.

Or

- (b) Discuss the role of travel Agency in ensuring compliance with Regulation.

20. (a) Write about managing customer database and loyalty programme.

Or

- (b) Write about cyber security and data protection in travel transaction.