

C-2804

Sub. Code

90421

P.G. DIPLOMA EXAMINATION, APRIL 2024

Second Semester

Hotel Accommodation Management

COMPUTER APPLICATIONS IN FRONT OFFICE

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following types of front office software enables a hotel to generate room reports, revenue reports, and forecasting reports?
 - (a) General management software
 - (b) Guest accounting software
 - (c) Room management software
 - (d) Reservation management software

2. Which of the following front office applications of computer based property management systems monitors pre-determined guest-credit limits
 - (a) Reservation module
 - (b) Guest accounting module
 - (c) Room management module
 - (d) Point-of-sale module

3. Which of the following reservation system reports would help managers assess the volume of reservations activity on a daily basis
- (a) An expected arrivals and departure report
 - (b) A rooms availability report
 - (c) A regret and denial report
 - (d) A reservations transaction report
4. Technology in guest services which is customer have grown accustomed to efficient, high tech amenities in hospitality operations defines
- (a) High tech facilities
 - (b) Internet of technology
 - (c) Robotics
 - (d) Virtual reality
5. A central reservation system is used for which of the following?
- (a) Hotel reservation
 - (b) Guest profiles
 - (c) Payment processing
 - (d) All responses are correct
6. Which of the following is note an example of a file name extension
- (a) .txt
 - (b) .jpg
 - (c) .exe
 - (d) .com

7. Which document is used to record the details of departing guest in a hotel
 - (a) Departure list
 - (b) Room availability chart
 - (c) Guest folio with performa
 - (d) Arrival list
8. How are guest rooms usually assigned in a property management system?
 - (a) Randomly
 - (b) Based on guest preferences
 - (c) Based on availability
 - (d) In alphabetical order
9. What indicates the guest cycle at a hotel
 - (a) Printing a room status report
 - (b) Creating a reservation record
 - (c) Assigning a room and rate
 - (d) Creating a customer master file
10. The reservations module prints a confirmation letter
 - (a) Reservation inquiry
 - (b) Determining availability
 - (c) Creating reservation record
 - (d) Confirming the reservation

Section B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the Property Management Systems (PMS) in modern front office operations.

Or

- (b) How do PMS software applications streamline various tasks and enhance overall efficiency?

12. (a) Explain how electronic keycard systems have revolutionized security and access control in front office?

Or

- (b) Discuss about the electronic keycard system benefits over traditional key systems and highlight any potential challenges in their implementation.

13. (a) Discuss the significance of cloud-based technology in front office management.

Or

- (b) Evaluate the impact of cloud computing on data accessibility, scalability and security in the context of front office operations.

14. (a) Examine the importance of guest relationship management (GRM) systems in front office operations.

Or

- (b) How does GRM systems facilitates personalised guest experiences and improve customer satisfaction.

15. (a) Illustrate the role of revenue management systems in optimizing hotel profitability.

Or

- (b) Discuss the challenges and opportunities associated with implementing revenue management software in front office.

Section C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Trace the evolution of computer usage in the hospitality industry.

Or

- (b) Discuss the pivotal milestones from the introduction of early computer systems to their widespread adoption in front office reservation and guest services.

17. (a) Discuss the significance of the internet and online booking platforms in reshaping hotel distribution channels.

Or

- (b) Analyse the historical transition from traditional booking methods to online reservation system.

18. (a) Evaluate the role of CRM technology in fostering guest engagement and enhancing long term relationships with hotel patrons.

Or

- (b) Examine the impact of cloud based accounting software on guest accounting operations in the hotel.

19. (a) Explain the functions and significance of CRS in hotel management.

Or

- (b) Discuss the historical development and evolution of GDS in the hospitality industry.

20. (a) Discuss the challenges and best practices associated with maintaining data integrity and security in hotel database.

Or

- (b) Analyse the risk of data breaches, unauthorised access and data loss in hotel database management.
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C-2805

Sub. Code

90422

P.G. DIPLOMA EXAMINATION, APRIL 2024

Second Semester

Hotel Accommodation Management

HOTEL ACCOUNTS

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the questions.

1. Financial accounts is recording and classifying of _____.
(a) Transactions (b) Religious activities
(c) Social activities (d) Cultural activities
2. Outstanding means _____.
(a) Old stock (b) Opening sales
(c) Outside expenses (d) Opening stock
3. Journal is derived from word _____.
(a) Journal (b) Ledger
(c) Depletion (d) Cash book
4. Credit transaction means _____.
(a) Future payment (b) Immediate payment
(c) Purchase of assets (d) Immediate delivery of goods

5. Purchase books is an example of _____.
- (a) Subsidiary book (b) Journal
(c) Ledger (d) Balance sheet
6. Purchases book records only _____.
- (a) Cash purchases (b) Credit purchases
(c) Purchase returns (d) Credit sale
7. The resulting figure of trading account _____.
- (a) Gross profit (b) Net profit
(c) Surplus (d) Deficit
8. Purchase returns is deducted from _____.
- (a) Purchase (b) Sales
(c) Gross profit (d) Net profit
9. State line method charges depreciation on _____.
- (a) Sales price (b) Purchase price
(c) Resale value (d) Scrap
10. In above problem calls in advance is _____.
- (a) Rs. 2,500 (b) Rs. 1,500
(c) Rs. 3,000 (d) Rs. 2,000

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Examine the benefits of accounting.

Or

- (b) State the rules for debit and credit.

12. (a) Journalise the following transactions
- (i) Cash sales Rs. 1,000
 - (ii) Sold goods to Kumaran Rs. 2,000
 - (iii) Received cheque from Kumaran in full settlement of the above transaction Rs. 1,900
 - (iv) Withdrawn for domestic use Rs. 500

Or

- (b) What is Journal? Explain its importance.

13. (a) State meaning and purpose of subsidiary books.

Or

- (b) Distinguish between cash book and pass book.

14. (a) Bring out the different between a Trial Balance and a Balance sheet.

Or

- (b) From the following information ascertain opening stock (i.e. on 1.1.2016)

Purchases made during 2016	Rs. 2,50,000
Sales made during 2016	Rs. 3,25,000
Stock on 31.12.2016	Rs. 60,000
Wages	Rs. 3,000

Rate of Gross profit on cost 25%.

15. (a) What are the items that required adjustment in the preparation of final accounts and explain the same with entries?

Or

- (b) Pass necessary adjusting entries for the following :

	Rs.
(i) Wages outstanding	1,000
(ii) Depreciation on machinery	5,000
(iii) Insurance prepaid in	750
(iv) Bad debt	500
(v) Interest on capital	1,500
(vi) Reserve for bad and doubtful debts	1,000

Part C (5 × 8 = 40)

Answer **all** the questions.

16. (a) Explain the advantages of double entry system of book keeping.

Or

- (b) Discuss about the rules for journalizing accounting transactions.

17. (a) Explain how a transaction is posted into the ledger.

Or

- (b) Prepare Trial Balance, from the following ledger balance for the year ending 31.12.2019

	Rs.		Rs.
Capital	50,000	Discount (Cr.)	800
Sales	1,77,000	Debtors	45,000
Return outward	752	Salaries	6,800

	Rs.		Rs.
Stock (1.1.2019)	30,00	Wages	10,000
Plant and machinery	80,000	Bad debts provision	525
Purchases	60,000	Advertisement	2,000
Return Inward	1,000	Carriage inward	750
Discount (Dr.)	350	Carriage outward	1,200
Bank charges	75	Rent and taxes	10,000
Creditors	25,000	Cash in hand	900
		Cash at bank	6,000

18. (a) “The cash book serves the purpose of a journal as well as a ledger” - Explain.

Or

- (b) Enter the following transactions in Purchase Book, Sales Book, Return Inward Book, Return Outward Books of Mr. S. Sankar.

2020		Rs.
Jan 1	Bought goods from Saran	6,000
2	Sold goods to Balu	3,000
3	Shayana sold goods to us	3,000
10	Vibosena bought goods from us	1,800
11	Received goods returned by Balu	240
13	We returned goods to Saran Kumar	200
15	Suriya returned goods	300
18	Sold goods to Velu	1,400
23	Purchased goods from Mugesh	1,600
25	Returned goods to Dhanshika	200
31	Sold goods to Lakshiya	2,400

19. (a) From the following information prepare the following :

- (i) A Trial balance as on 31.12.2020
- (ii) Trading and profit and loss account for the year ended 31.12.2020
- (iii) Balance sheet as on 31.12.2020.

	Rs.		Rs.
Capital	16,800	Furniture	900
Drawings	5,000	Bills receivables	2,300
Stock	21,000	Bills payable	4,200
Purchases	36,000	Wages	1,200
Sales	72,000	Advertisement	600
Purchases return	2,000	Discount (Dr.)	100
Sales return	3,000	Commission received	600
Debtors	4,500	Machinery	20,000
Creditors	2,500	Cash	3,500

Or

(b) Explain the following :

- (i) Balance sheet
- (ii) Trading account
- (iii) Manufacturing account
- (iv) Profit and loss account.

20. (a) Elaborate the types of assets.

Or

(b) A trader maintained a provision for doubtful debts at 5% and a provision for discount at 2% on debtors which on 1st January 2021 stood at Rs. 1,500 and Rs. 500 respectively. The balances on 31st December 2021.

	31 st Dec. 2021
	Rs.
Bad debts written off	1,800
Discount allowed	600
Sundry debtors	20,000

Show necessary ledger accounts.