

C-5746

Sub. Code

21211

CRAFT CERTIFICATE EXAMINATION, APRIL 2025

First Semester

Front Office Operations

FRONT OFFICE OPERATIONS

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. What role do hotel chain play in the development of the hotel industry?
 - (a) They hinder competition and innovation
 - (b) They facilitate standardized service and brand recognition
 - (c) They focus solely on boutique hotel experiences
 - (d) They discourage investment
2. What is the primary focus of an airport hotel
 - (a) Providing accomodation for airline staff
 - (b) Offering convenient lodging option for travellers near airport
 - (c) Catering exclusively to budget-conscious travelers
 - (d) Providing luxury amenities and service for leisure travelers

3. Which type of reservation is commonly used for large events, conference, or weddings where a block of rooms is reserved for attendees
 - (a) Walk in reservation
 - (b) Group reservation
 - (c) Confirmed reservation
 - (d) Tentative reservation
4. In which stage of the travel planning process do travel agents assist clients with hotel bookings?
 - (a) Pre-trip planning
 - (b) During the trip
 - (c) Post-trip follow up
 - (d) None of the above
5. Who is responsible for arranging transportation, tours and activities for hotel guests
 - (a) House keeping (b) Front desk
 - (c) Concierge (d) Travel desk
6. What is the primary responsibility of hotel concierge
 - (a) Managing housekeeping services
 - (b) Overseeing front desk operations
 - (c) Assisting guests with various request and arrangements
 - (d) Handling food and beverage orders
7. What is the purpose of guest folio in front office accounting
 - (a) To record employee schedule
 - (b) To track guest preferences and special requests
 - (c) To provide information about local attractions and activities
 - (d) To itemize charges and payments for a guest stay

8. What is the function of the night auditor in FO accounting

- (a) Managing guest check in and check out procedures
- (b) Handling cash transactions at the front desk
- (c) Reconciling daily financial transactions and preparing
- (d) None of the above

9. Which department is responsible for ensuring that all charges and payments are accurately recorded and settled during the check out process

- (a) House keeping (b) Front desk
- (c) Accounting (d) Food and beverage

10. What term is used to describe the process of finalizing a guest bill and settling their account upon check out

- (a) Folio closure (b) Reservation confirmation
- (c) Late check out (d) Pre-registration

Part B (5 × 5 = 25)

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

11. (a) Who is responsible for classifying hotels? What are the basic requirements for acquiring four star hotels.

Or

(b) Explain the types of operations.

12. (a) What are the plans followed in leading hotels.

Or

(b) Write short notes on front office security functions.

13. (a) How does a concierge contribute to enhance the guest experience and satisfaction?

Or

(b) Write short notes on

- (i) Baby sitting
- (ii) Errand cards.

14. (a) What is the job description of front office cashier?

Or

(b) Write short notes on internal control.

15. (a) Write short notes on unpaid account balance.

Or

(b) What are the potential check out problems in settlement?

Part C

(5 × 8 = 40)

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

16. (a) Classify hotels based on location and explain.

Or

(b) Discuss the growth of hotel industry in India.

17. (a) Explain Reservations.

Or

(b) Write the importance of registration in a hotel.

18. (a) Explain baggage handling procedures.

Or

(b) Explain the duties and Responsibilities of bell captain.

19. (a) Explain the Vouchers and Ledgers used in FO accounting.

Or

(b) Discuss the benefits of computer billing.

20. (a) Discuss the systematic way of checkout and settlement.

Or

(b) What are the methods of settlements in Hotel?

C-5747

Sub. Code

21212

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2025**

First Semester

Front Office Operation

COMMUNICATIVE ENGLISH

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. 'Honest men speak ————— truth'.
(a) A (b) An
(c) The (d) None of the above
2. Identify the preposition in the following sentence.
'I am going to Dubai and Oman'.
(a) am (b) to
(c) and (d) I
3. Choose the sub-ordinate clause
'People who pay their debts are trusted'
(a) People who
(b) People
(c) Who pay their debts
(d) Are trusted

4. Which are the sentence structures?
- (a) Simple (b) Compound
- (c) Complex (d) All of the above
5. Select the most appropriate options.
- 'I usually ————— to meerut by bus the time I ——— by train'.
- (a) go, am going
- (b) went, was going
- (c) will go, will go
- (d) have gone, have been going
6. While sending and analyzing longer texts what all should be looked for?
- (a) Main Idea (b) Details
- (c) Themes (d) All of the above
7. Which address is written at the top of the letter.
- (a) Sender address (b) Recipients address
- (c) None (d) Any
8. Full form of BCC in email writing is called.
- (a) Back call card
- (b) Bracket coded cover
- (c) Blank carbon copy
- (d) Blend carbon copy

9. Choose the correct alternatives for converting into passive voice.

“Sheela makes Ashwini in the morning”

- (a) Ashwini is waken up by sheela
 - (b) Ashwini is woken up by sheela in the morning
 - (c) Ashwini wakes up sheela in the morning
 - (d) None of the above
10. Covert to reported speech
Atmaj : ‘Priya, give me some tea’.
- (a) Atmaj said give me tea
 - (b) Atmaj told priya to give him some tea
 - (c) Atmaj told to priya give me some tea
 - (d) None of the above

Part B

(5 × 5 = 25)

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

11. (a) Write a note on Articles use relevant examples.

Or

- (b) Write synonyms for
 - (i) Fatigue
 - (ii) Outlandish
 - (iii) Frugal
 - (iv) Beautiful
 - (v) Inactive

12. (a) Differentiate between simple and complex sentences.

Or

- (b) Explain the meaning of the following words.

- (i) Editorial
- (ii) Headline
- (iii) Columnist
- (iv) Delegate
- (v) Disregard

13. (a) What are the different types of present tense. Explain.

Or

- (b) Explain the concept of main idea.

14. (a) A 12th standard student has come to you for career advice. Write a paragraph for the same.

Or

- (b) Write a short message to the stores informing of a wrong order delivery.

15. (a) Explain the difference of Direct and Indirect speech.

Or

- (b) List and explain any five words from the field of technology.

Part C

(5 × 8 = 40)

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

16. (a) List any eight idioms and their meaning.

Or

- (b) The hospitality industry has seen unprecedented change in the past few years, with the COVID-19, Pandemic significantly impacting travel and tourism. As the world slowly recovers, hotels and resorts are looking towards the future and planning for the next five years. The hospitality industry is expected to rebound strongly, with pent up demand for travel and a desire for unique experiences driving growth. However, hoteliers will need to adapt to changing consumer preferences and technological advancements to remain competitive. From technology integration to sustainability, personalization, health and wellness, and the rise of bleisure travel, these trends will shape the hospitality industry in the next five years.

- (i) What are some the reasons which anticipate hospitality industry's upward trajectory?
- (ii) What should hotels do to remain competitive?
- (iii) What is your opinion of the future of the hospitality industry?

17. (a) Write a dialogue between Front office staff and a guest.

Or

- (b) Write a dialogue between two friends on latest trends in Hotel Industry.

18. (a) Describe a famous person that you admire the most.

Or

- (b) Write a note on your favorite holiday spot.

19. (a) Write an email to your principal avail for five days leave.

Or

- (b) Write an email for job application.

20. (a) Write an essay on 'Future of Hotel Industry'.

Or

- (b) Write an essay on 'Importance of English in a front office executive's life'.
-