

**C-7404**

**Sub. Code**

**21211**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2025.**

**First Semester**

**Front Office Operation**

**FRONT OFFICE OPERATION**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ are located at popular tourist destinations such as hill stations, beaches, and other scenic spots.
  - (a) Sub-urban Hotels
  - (b) Resort Hotels
  - (c) Motel
  - (d) Airport Hotels
  
2. Which among the following is an international franchise hotel chain?
  - (a) ITC Welcome Group
  - (b) Lemon Tree
  - (c) Marriott
  - (d) Taj Group

3. A duplex room is a room with \_\_\_\_\_
  - (a) Air conditioner
  - (b) Room services
  - (c) Swimming pool
  - (d) Two storey's connected by stairs
  
4. C Form is designed for collecting prerequisite information of \_\_\_\_\_
  - (a) Regular guest      (b) Domestic guest
  - (c) Foreigner guest    (d) Company guest
  
5. Room rack is otherwise called as
  - (a) Storage rack      (b) Pigeon hole
  - (c) Bill rack          (d) No Show
  
6. Card used to track the guest luggage movements in the hotel.
  - (a) Errand card      (b) Tent Card
  - (c) Registration card (d) Tariff Card
  
7. Which section of front office is responsible for handling guest luggage?
  - (a) Travel Desk      (b) GRE
  - (c) Bell Desk        (d) Vallet Service
  
8. Accounts assigned to more than one guest usually applicable for group accounts.
  - (a) Master Folios    (b) Guest Folios
  - (c) Split Folios     (d) Employee Folios
  
9. A \_\_\_\_\_ occurs when a cashier pays out more than he/she receives.
  - (a) Overages        (b) Due Back
  - (c) Shortages       (d) Execess

10. Term used to denote money given on behalf of the guest
- (a) Skipper                      (b) Money Out
- (c) Sleep Out                      (d) Paid Out

**Part B**

(5 × 5 = 25)

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

11. (a) Explain the classification of hotel based on location.

Or

- (b) Write down the different types of meal plans.

12. (a) Write down the cancellation procedure in Dairy System.

Or

- (b) Write short note on non-guaranteed reservation.

13. (a) Explain the various manual equipment used in front office.

Or

- (b) Write down the duties and responsibilities of a bell boy.

14. (a) Point out the benefits of computer billing system in front office.

Or

- (b) Write down the two types of accounts maintained by front office department.

15. (a) Explain the procedure for late check-out.

Or

(b) Write down the procedure for accepting foreign currency.

**Part C**

(5 × 8 = 40)

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

16. (a) Explain the growth and development of hotel industry in India.

Or

(b) Discuss the different types of hotel operation.

17. (a) Describe the importance of reservation process in front office operation.

Or

(b) Explain the various modes of reservation.

18. (a) State the need and importance of key control in front office.

Or

(b) Bring out the advantages and disadvantages of semi-automated system.

19. (a) Describe the process of creating and maintaining front office accounts.

Or

(b) Explain internal control procedures for front office operations and explain typical settlement procedures.

20. (a) Discuss the functions of checkout settlement.

Or

(b) Explain the common problems and issues while guest check-out.

**C-7405**

**Sub. Code**

**21212**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 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. Use appropriate verb to fill in the blanks.  
Ramesh \_\_\_\_\_ (is/wants) to be a teacher.
2. Choose appropriate synonym for the underlined word.  
Their mansion is enormous.  
(a) very large                      (b) very small  
(c) well-built                      (d) ugly
3. Moving the face from right to left and left to right is a symbol of \_\_\_\_\_.  
(a) Accepting                      (b) Rejecting  
(c) Neglecting                      (d) None
4. \_\_\_\_\_ is a group of words that contains a subject and a verb that have an association with each other.  
(a) verb                                  (b) idioms  
(c) proverb                              (d) clause

5. \_\_\_\_\_ sentences are composed of an independent and a dependent clause.
- (a) Simple                      (b) Complex  
(c) Compound                (d) Independent
6. \_\_\_\_\_ tense is used to describe an action which had begun and was continuing up to a point in the past.
- (a) Past perfect continuous  
(b) Simple past tense  
(c) Past continuous  
(d) Past perfect
7. Fill in the blanks with the appropriate forms of the verb in brackets.
- Yesterday I \_\_\_\_\_ (be) late for work because I \_\_\_\_\_ (get) up only at 7:30 am.
- (a) was/getting                (b) is/got  
(c) was/got                      (d) is/were
8. Email is a method of exchanging \_\_\_\_\_ over the internet.
- (a) Orders                      (b) Message  
(c) Commission                (d) None
9. \_\_\_\_\_ speech is a grammatical component that is used to communicate what has been said by some one to another person.
- (a) Direct                      (b) Indirect  
(c) Simple                      (d) Reported
10. In a passive voice \_\_\_\_\_ receives the action.
- (a) Active                      (b) Passive  
(c) Report                      (d) Subject

**Part B**

(5 × 5 = 25)

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

11. (a) Answer the questions with : 'a/an', 'the' or 'no article'.
- (i) I love going on holiday to \_\_\_\_\_ maldives.
  - (ii) Do you still live in \_\_\_\_\_ Bristol?
  - (iii) She lives in \_\_\_\_\_ Scotland now, but is from \_\_\_\_\_ Netherlands.
  - (iv) Who is that woman in \_\_\_\_\_ Photograph?

Or

- (b) Fill in the blanks with suitable prepositions :
- (i) A flock \_\_\_\_\_ wild geese passed overhead.
  - (ii) It was wounded and fell just \_\_\_\_\_ Siddhartha.
  - (iii) He lifted it and he draw the arrow very carefully \_\_\_\_\_ its body.
  - (iv) The journey to the valley of flowers begins about 16 km \_\_\_\_\_ Joshimath.
  - (v) Intelligence is accompanied \_\_\_\_\_ human affection and compassion.
12. (a) Change the following sentences into complex :
- (i) I came to hand over the goods.
  - (ii) Without water we cannot live.
  - (iii) The man standing on a roof-top is a rogue.
  - (iv) He was glad to pass on the information.
  - (v) He is well read-yet he is humble.

Or

(b) Fill in the blanks using if/unless in the following sentences :

(i) \_\_\_\_\_ you lend me your Pen, I shall write a letter.

(ii) \_\_\_\_\_ you hurry, you will miss the train.

(iii) \_\_\_\_\_ you are not careful now, you will be sorry later.

(iv) \_\_\_\_\_ he comes here, how can I help him?

(v) \_\_\_\_\_ my uncles had money, he would help me.

13. (a) Define the past continuous tense and list out its usage with suitable examples.

Or

(b) Describe a tourist place, which admire you.

14. (a) Define workshop and list out its benefits.

Or

(b) Define Non-verbal communication, List out some of them and write its usage.

15. (a) Write minimum 10 specialized terms in business field.

Or

(b) Write down the types of conditionals and define it with suitable examples.

**Part C**

(5 × 8 = 40)

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

16. (a) Fill in the blanks with suitable articles :
- (i) \_\_\_\_\_ elephant is \_\_\_\_\_ wild animal.
  - (ii) \_\_\_\_\_ house is built with \_\_\_\_\_ bricks.
  - (iii) \_\_\_\_\_ gold is \_\_\_\_\_ costly metal.
  - (iv) \_\_\_\_\_ man in \_\_\_\_\_ intelligent creature.
  - (v) \_\_\_\_\_ aeroplane is \_\_\_\_\_ very fast vehicle.
  - (vi) \_\_\_\_\_ spade is \_\_\_\_\_ instrument for farming.
  - (vii) I love \_\_\_\_\_ music very much.
  - (viii) \_\_\_\_\_ earring may be made of \_\_\_\_\_ gold or \_\_\_\_\_ silver.

Or

- (b) Define compound prepositions with suitable examples.
17. (a) List out five expressions suggesting opinions and use it in sentence.

Or

- (b) Prepare a dialogue writing between two friends regarding their higher studies. (minimum exchanges)
18. (a) Govind, an effective worker met with an accident in a machine manufacturing company. Both his hands up to the elbow went under the iron roller of a running machine. As an executive engineer, you write a report on the accident, explaining whether the worker deserves the accident, benefit.

Or

- (b) Complete the sentences with the verbs in the brackets.
- (i) Mozart \_\_\_\_\_ more than 600 pieces of music.
  - (ii) How did you learn to drive?, "My father \_\_\_\_\_ me".
  - (iii) We couldn't afford to keep our car, so we \_\_\_\_\_ it.
  - (iv) I was very thirsty, I \_\_\_\_\_ the water very quickly.
  - (v) Paul and I played tennis yesterday. He's much better than me, so he \_\_\_\_\_ easily.
  - (vi) Don \_\_\_\_\_ down the stairs this morning and hurt him.
  - (vii) Jim \_\_\_\_\_ the ball to sue, who caught it.
  - (viii) Ann \_\_\_\_\_ a lot of money yesterday. She bought address. It cost Rs. 100.  
(drink, fall, sell, spend, teach, throw, win, write)

19. (a) Draft a email to the head of your department, reovesting, him to extend your medical leave by two more days.

Or

- (b) Write a letter to the Police Commissioner of your city describing a burglary at your residence.
20. (a) Prepare a report about a fair that you attended and enjoyed in your near by village.

Or

- (b) Prepare an essay on "Health and character are the twin essentials of a man".

**C-7406**

**Sub. Code**

**21214**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2025**

**First Semester**

**Front Office Operation**

**TRAVEL AGENCY OPERATIONS**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Agencies deal directly with the public and sell travel services to them.
  - (a) Online Travel Agencies
  - (b) Retail Travel Agencies
  - (c) Corporate Travel Agencies
  - (d) Wholesale Travel Agencies
  
2. Who is considered as the father of travel agents?
  - (a) Thomas Cook      (b) Marco Polo
  - (c) Cox and king      (d) Richard Branson
  
3. A package tour that includes the services of a tour representative accompanied at each destination.
  - (a) Excursion tour      (b) Hosted tour
  - (c) Escorted tour      (d) Minimum tour

4. Which one of the following is an example of online travel agents?
- (a) Thomas cook      (b) Cok and King  
(c) Riya                (d) Expedia
5. The tours which are designed as per the choice of tourists are called \_\_\_\_\_
- (a) Freedom Tours      (b) Hosted Tours  
(c) Escorted Tour      (d) Independent Tour
6. A plan of a journey showing the route and the places that the visitor will visit.
- (a) Package tour      (b) Itinerary  
(c) Tour cost          (d) None of these
7. The Head quarter of Travel Agents Association of India (TAAI) is in
- (a) Delhi                (b) Chennai  
(c) Kolkata            (d) Mumbai
8. The passport issued to government officials on duty.
- (a) Tourist             (b) Laissez-Passer  
(c) Official            (d) Diplomatic
9. \_\_\_\_\_ is also called as digital ticket
- (a) Paper Ticket      (b) Electronic ticket  
(c) Coupon Ticket    (d) Agent Tickets
10. Collective visa can be issued to group tour consisting of not less than \_\_\_\_\_ members.
- (a) 8                    (b) 7  
(c) 6                    (d) 4

**Part B**

(5 × 5 = 25)

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

11. (a) Write down the various functions of travel agency.

Or

- (b) List out and explain the different types of travel agents.

12. (a) Explain the common challenges faced in booking flights for a client.

Or

- (b) Explain the key components of a tour package.

13. (a) What factors should travelers consider when selecting a travel insurance policy?

Or

- (b) Explain the practical constraints while creating GIT itineraries.

14. (a) Write down the best practices for managing time and scheduling when planning an itinerary.

Or

- (b) Explain the different types of passports issuing in India.

15. (a) Explain the need and importance of health insurance in international travel.

Or

- (b) Point out the importance of social media in travel agency business.

**Part C**

(5 × 8 = 40)

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

16. (a) Explain the history and development of travel agency business in India.

Or

- (b) Evaluate the role of travel agencies in tourism business.

17. (a) Discuss the various tools used by travel agents for booking and managing transportation.

Or

- (b) Explain the common inclusions and exclusions in tour packages.

18. (a) Explain the significance of travel insurance for international travel.

Or

- (b) Discuss the various steps in developing a customized travel itinerary for a tourist

19. (a) Discuss the role of effective communication in planning travel itinerary.

Or

- (b) Explain the common challenges travelers face with passport and visa requirements.

20. (a) List out and explain the various travel documents needed for international travel.

Or

- (b) Discuss the key features and benefits of online booking systems for travel agencies.