

The Assam Royal Global University, Guwahati

Royal School of Hotel Management

BA/B.Sc. in Hotel Management, 3rd Semester

Semester End Examination, January 21-22

Course Title : Front Office & Accommodation Operation- III

Course Code : HMT192G301

Time: 3 Hours

Maximum Marks: 70

Note: Attempt all questions as per instructions given.

The figures in the right-hand margin indicate marks.

Section – A

1. Attempt **all** questions. (Maximum word limit 50) 2 x 8
- a. Define City Ledger.
 - b. Give two examples each of Guest and Non-Guest Accounts.
 - c. Explain the different ways a Guest Account is settled in the Front - Office?
 - d. Define "Void List".
 - e. Name the different modules available under PMS.
 - f. Suggest few ways how discarded linen could be recycled in a hotel.
 - g. Name four common implements used for flower arrangements.
 - h. Explain Floor Limit.

Section – B

2. Attempt **any one** of the following: 14
- a. Describe the role of information technology in the hospitality industry.
 - b. Explain the activities of a 5-star hotel's Linen Room.
3. Attempt **any two** of the following: 7 x 2
- a. What is Cash Bank and how it is operated in a hotel.
 - b. Explain the functions of different types of voucher used in a hotel.
 - c. Draw a diagram showing different types of Folio used in hotel and explain their uses.
4. Attempt **any two** of the following: 7 x 2
- a. Write short notes on PMS.
 - b. Explain the purpose of House Limit practiced in the hotel.
 - c. Write short notes on Charge Privilege and its utility.
5. Attempt **any two** of the following: 6 x 2
- a. Write about the selection criteria of hotel linen.
 - b. Write about the process of Purchase of Linen.
 - c. Write about the selection and designing of uniforms?