



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Third Semester,

1st In-Sem. Examination

Course Code: SHT 1320

Time: 1 Hour

Course Name: Hospitality Education II

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q1. _____ is a presentation program.

- (C) MS PowerPoint 2010
- (D) MS PowerPoint 1920

- (A) U-torrent
- (B) Mozilla Firefox
- (C) MS PowerPoint
- (D) Slide Panel

Q4 The slide that is used to introduce a topic and set the tone for the presentation is called the

- (A) Title slide
- (B) Bullet slide
- (C) Table slide
- (D) Graph slide

Q2 In PowerPoint, the header and footer button can be found on the insert tab in what group?

- (A) Tables group
- (B) Text group
- (C) Object group
- (D) Illustrations group

Q5 The PowerPoint view that displays only text (title and bullets) is

- (A) Outline view
- (B) Notes page view
- (C) Slide sorter
- (D) Slide show

Q3. Which is not the valid edition of MS PowerPoint?

- (A) MS PowerPoint 2003
- (B) MS PowerPoint 2007

Section – B

3X02 = 06 Marks

Short answer type questions, each question carries 02 marks.

Q.1. What does you mean by Flotel?

Q.2. Explain the benefits of duty chart?

Q.3 Explain Communication?

Section – C

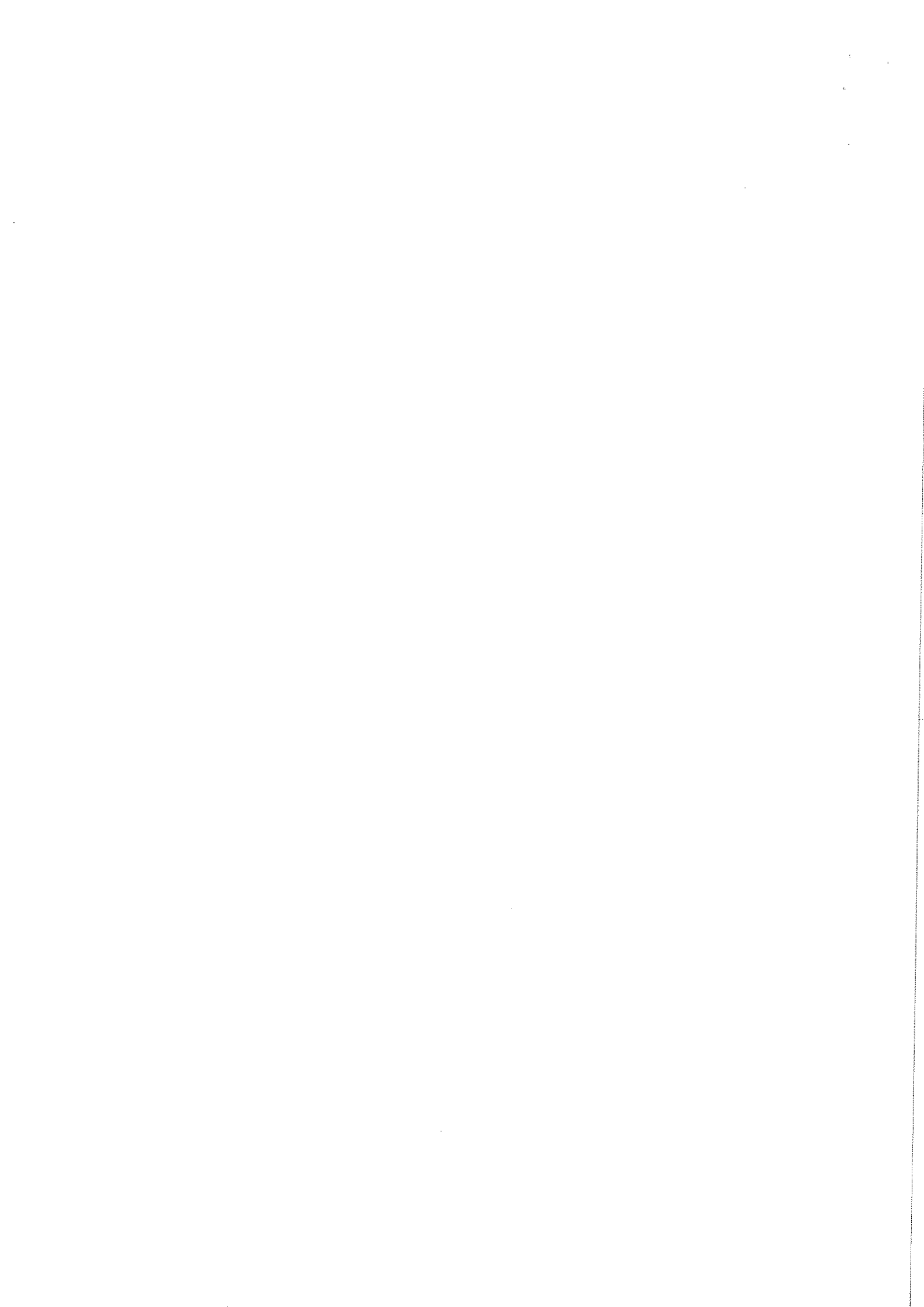
03X03 = 09 Marks

Essay type questions, each question carry 03 marks.

Q.1. Explain the Front office co-ordination?

Q.2. Describe planning.

Q.3. Mention the importance of waste management?





Answer Key: INTERCOMPANY COMPANY (SET A)

Section A:

1. C
2. B
3. D
4. A
5. A

Section B:

1. **Flotel**, a portmanteau of the terms floating hotel, is the installation of living quarters on top of rafts or semi-submersible platforms. **Flotels** are used as hotels on rivers or in harbour areas, or as dwelling for working people, especially in the offshore oil industry.
2. A work shift or **duty Chart** shows the allotment of jobs, hours of **duty**, and days off for each member of the staff. ... **Duty chart** also ensures that the staff has sufficient time to note their working schedule for the following week/month.
3. **Communication** is simply the act of transferring information from one place, person or group to another. Every **communication** involves (at least) one sender, a message and a recipient. ... These include our emotions, the cultural situation, the medium used to **communicate**, and even our location.

Section C:

1. The **front office** communicates the guest requirements to other departments, which work in close **co-operation** and **co-ordination** to deliver required products and services. In order to maintain the desired level of service, the **front office** department communicates.
2. **Planning** is the process of thinking about the activities required to achieve a desired goal. ... It is the first and foremost activity to achieve desired results. It involves the creation and maintenance of a **plan**, such as psychological aspects that require conceptual skills.
3. The most **important** reason for **waste collection** is the protection of the environment and the health of the population. Rubbish and **waste** can cause air and water pollution. ... **Recycling** not only helps in conserving our natural resources but also reduces the cost of production of many products.

M. Puissli



School of Hospitality and Tourism Skills
Session: 2021-22 (summer Semester)
B. Voc. Program, 3rd Semester,
1st In-Sem. Examination

Course Code: SHT1330

Time: 1 Hour

Course Name: TOUR GUIDE AND HERITAGE TOUR GUIDE

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C-03 essay type questions, each question carries 03 marks

Section – A

05X01 = 05 Marks

Question No.1- What is Check-In?

- a) Arrival of a Guest
- b) Check out of Guest
- c) Departure
- d) Out of Order

- c) Executive
- d) Supervisor

Question No.4- Which of the Following comes under source of Reservation?

- a) Travel Agent
- b) Letter
- c) Mail
- d) Fax

Question No.2- What is the full form of OCC?

- a) Occupied
- b) Out of order
- c) Arrival
- d) Front office manager

Question No.5- Hotels consist of more than 300 rooms are Known as?

- a) Very large Hotel
- b) Large hotel
- c) Small hotel
- d) Medium hotel

Question No.3- Who is the Head of the Front Office Department?

- a) Front Office Manager
- b) Lobby Manager

Section – B

03X02 = 06 Marks

Question No.6- What is Registration?

Question No.7- What are the Duties and Responsibilities of a Front Office Manager?

Question No.8- Draw the Format of Whitney slip.

Section – C

03X03 = 09 Marks

Question No.9 - Draw the format of Registration Card.

Question No.10- What are the modes, Types of Reservation?

Question No.11- Draw the layout of the Front Office Department.



Course Code: SHT1330

Course Name: TOUR GUIDE AND HERITAGE TOUR GUIDE

Max. Marks: 20

Section – (Answers) SET A

05X01 = 05 Marks

Question No.1- What is Check-In?

- e) Arrival of a Guest

Question No.2- What is the full form of OCC?

- e) Occupied

Question No.3- Who is the Head of the Front office Department?

- f) Front Office Manager

Question No.4- Which of the Following comes under source of Reservation?

- g) Travel Agent

Question No.5- Hotels consist of more than 300 rooms are Known as?

- C) Very large Hotel

Section – B

03X02 = 06 Marks

Question No.6- What is Registration?

Ans. Check in of a guest in a hotel involves, receiving the guest, ascertaining the requirement, registering the guest, allotting the room and rooming the guest. Depending on the nature of the reservation the different check in procedures are followed. Information is taken from the reservation record for quick check-in. It includes printing of the registration card, room and rate assignment, creation of a guest folio; other functions may also be part of the pre-registration activities. Sometimes room number is not assigned especially when the occupancy is high. Pre-registration can help plan for special requests. This leads to innovation in registration.

Option- when the driver goes to the airport to pick up the guest. He can get the guest signature on the registration card, take an imprint of the credit card, the room key can be given to the guest even before reaching the hotel. The check in can be carried out at the airport itself.

Question No.7- What are the Duties and Responsibilities of a Front office Manager?

Ans. Front Office Manager

He is the head of the department.
He ensures the smooth running of the department

- 1) He sees to it that his staff reports to duty in time and in proper uniform.
- 2) He ensures that courteous and personalized service is given to the guests by his staff.
- 3) He deals with front office correspondence on reservations, enquiries, room booking etc.
- 4) He is responsible for the up keep of the front desk, lobby manager's desk and their equipment.
- 5) He deals with the complaints against his staff and other complaints of the guests.

Question No.8- Draw the Format of Whitney slip.

Ans. Whitney slip

Guest Name Date of Arrival Room Type Room Rate Date of Departure

Mode of Reservation Reserved By Date Received

Reservation Agency if Any:

Billing Instructions

Date of Confirmation

Section – C

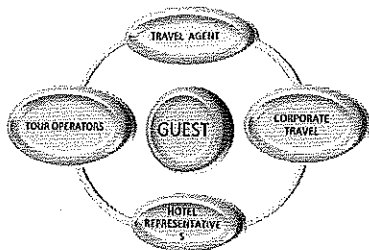
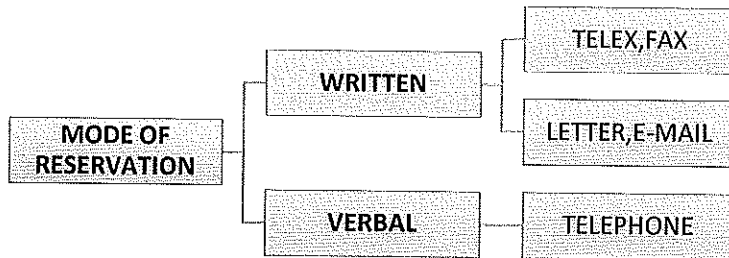
03X03 = 09 Marks

Question No.9- Draw the format of Registration Card.

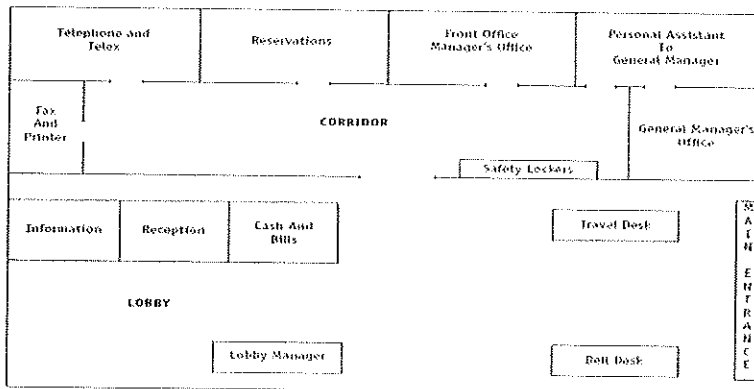
Ans.

Guest Registration Card	
Name	Room No.
Address	City
Occupation	Room Rate
Age	Check-in Date
Sex	Check-out Date
Religion	Special Requests
Marital Status	Signature
Signature	Date
Room No.	Room Rate
Check-in Date	Check-out Date
Special Requests	Signature
Signature	Date

Question No.10- What are the modes, sources of Reservation?



Question No.11-Draw the layout of the Front Office Department.



M. P. S. Li



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Third Semester,

1st In-Sem. Examination

Course Code: SHT 1340

Time: 1 Hour

Course Name: Housekeeping Service Manager Advanced

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q.1.If You Are Staying In A Five Star Hotel,
You Are An

- B) Rotel
- C) Floatel
- D) Airtel

A) Extra High Budgeted Tourist
B) Guest of the Hotel
C) Middle Budgeted Tourist
D) Guest of the Company That Has Invited
You

Q.4. We Can Find Unique Artifacts and
Accommodations In ----- Hotel

- A) Floating Hotel
- B) Motel
- C) Palace Hotels
- D) None of These

Q.2 Which Is the First State in India to Convert
Its Maharaja's Into Hotel

- A) Rajasthan
- B) Kashmir
- C) Uttar Pradesh
- D) Madhya Pradesh

Q.5 Linen store contain

- A) Water tank
- B) Files & Forms of front office department
- C) Bulky items used by the housekeeping staff
- D) Linen for the smooth Functioning of Hotel

Q.3. Which Is the Hotel On Wheels

- A) Motel

Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. what is Housekeeping Department?

Q.2 Explain the importance of Room Status symbols?

Q.3 State the qualities required for Housekeeping?

Section – C

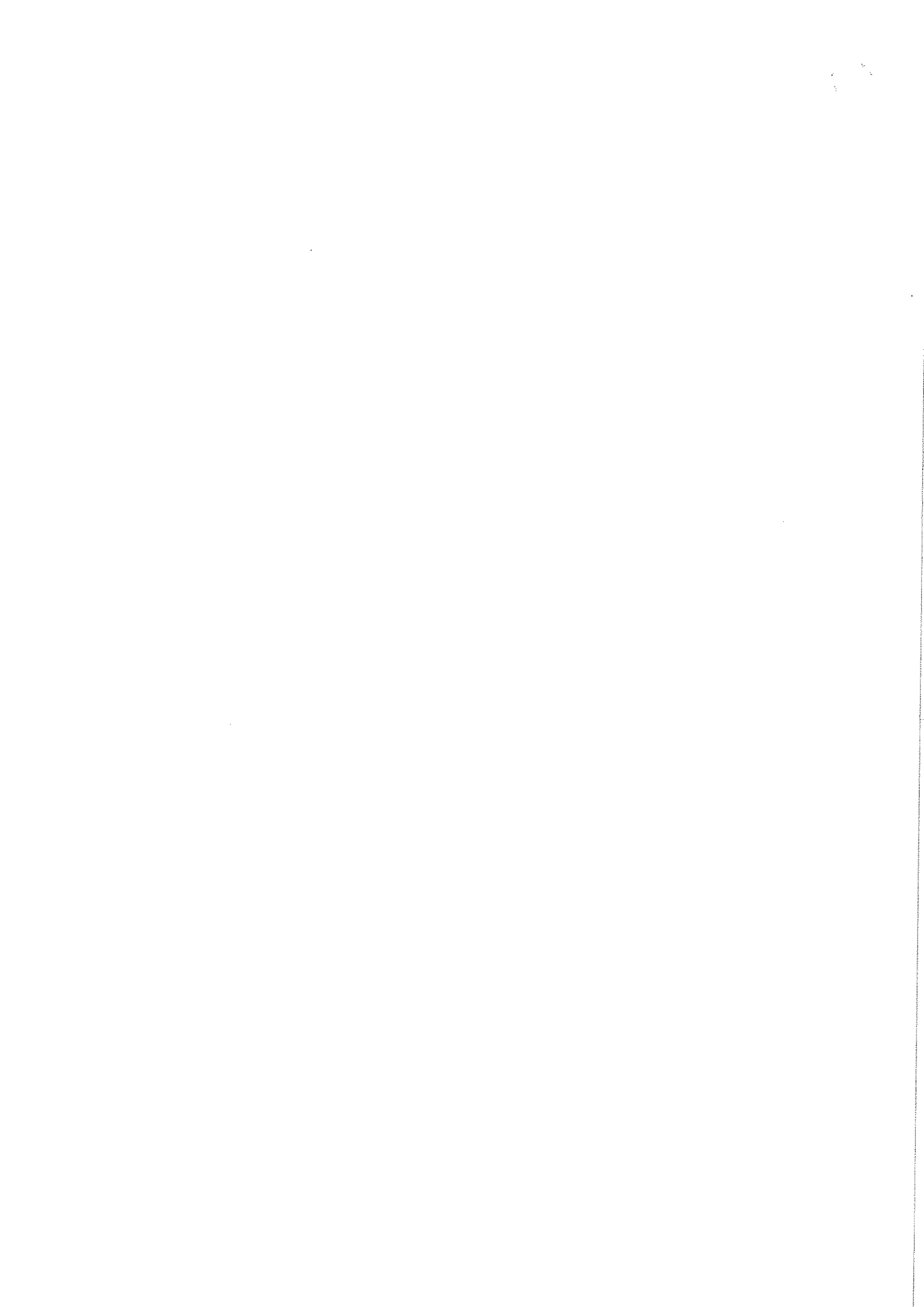
Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain any 5 Type of Room Symbols?

Q.2. Define the DNCO? Explain?

Q.3 Explain the Laundry in the Hotel?





Answer Key: Housekeeping Service Manager Advanced

Section A:

1. B
2. A
3. B
4. C
5. D

Section B:

Answer 1. Housekeeping definition

Housekeeping means performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property. In case of hotels, the housekeeping duties involve maintaining the hotel to the best possible state in terms of cleanliness, and keeping it at highly desirable ambience.

Answer 2. Room Status Definition

During the guest stay, the housekeeping status of the guest room changes several times. The various terms defined are typical of the room status terminology of the lodging industry. Not every room status will occur for each and every guest during their stay at the hotel. Changes in this status should be promptly communicated to the front office in order to maximize room sales and revenue. Maintaining timely housekeeping status requires close coordination and cooperation between the front desk and the housekeeping department for the Non- Automated / Semi-Automated hotels.

Answer 3.

Attributes Required for Housekeeping Personnel

Trustworthy, often, you'll be leaving your home unprotected when house cleaning comes by. Attentive. If you provide clear instruction, will your house cleaning staff pay attention? Loyal, Flexible, Caring, References, Other Work as a Caregiver, Laundry, Trash, and Odd Jobs.

Section C:

Answer 1. The procedure of room check list

1. Occupied Room O or OCC. A guest is currently registered to the room.
2. Complimentary Room Comp. The room is occupied but the guest is not to be charged for its use.
3. Stay over Room - The guest is not checking out today and will occupy the room for at least one more night.
4. On-Change Room O/C The guest has departed but the room has not yet been cleaned and readied for sale.
5. Do Not Disturb DND the guest has requested not to be disturbed. 6. Sleep out Room - The guest is registered to

Answer 2.

DNCO:-

The guest made arrangements to settle his/ her a/c but has left without informing the front office.

Answer 3. The Laundry in the Hotel

Washing and Dry cleaning:-

If required the soiled linens are treated to remove stains before the washing process. To reduce operational cost nowadays hotels use chemicals (bleaches, detergents, softeners etc.) while washing process to remove stains instead of treating laundry items separately before washing.

M. P. Singh

