



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Fifth Semester,

1st In-Sem. Examination

Course Code: SHT 1520

Time: 1 Hour

Course Name: Hospitality Education III

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q1. In Microsoft PowerPoint, two kinds of sound effects files that can be added to the presentation are

- (A) .jpg files and .gif files
- (B) wav files and .jpg files
- (C) wav files and .gif files
- (D) .wav files and .mid files

- (B) Flip
- (C) Shadow
- (D) Highlight

Q4 Which key helps to move to the end of a line?

- (A) Home
- (B) Page up
- (C) End
- (D) Page Down

Q2 To make the selected text bold, the shortcut key is

- (A) Space + H
- (B) Shift + B
- (C) Alt + B
- (D) Ctrl + B

Q5 To justify the selected text, the shortcut key is

- (A) Ctrl + I
- (B) Ctrl + J
- (C) Ctrl + U
- (D) Ctrl + L

Q3 To add or change a shadow, point to _____ button, and then click the shadow that you want.

- (A) Rotate

Section – B

3X02 = 06 Marks

Short answer type questions, each question carries 02 marks.

Q.1. What does you mean by Hotel?

Q.2 Explain the benefits of Grooming?

Q.3 Explain Coordination in the Hotel? Minimum 10 points .

Section – C

03X03 = 09 Marks

Essay type questions, each question carry 03 marks.

Q.1. Explain the Housekeeping co-ordination?

Q.2. Describe the hygiene.

Q.3. Mention the importance of front office management?





Answer Key: INTERCOMPANY COMPANY (SET A)

Section A:

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

Section B:

Q1. (Ans):

The most common type of accommodation in the hotel industry, a hotel is defined as an **establishment that offers overnight accommodation, meals and other services**. They are mainly aimed at travellers or tourists, although locals may also use them. Hotels provide private rooms, and almost always have en-suite bathrooms.

Q.2. (Ans):

Grooming **maintains a healthy coat and skin**. **Regular nail trims** not only help keep the nails short but helps reinforce healthy foot structure and posture, and reduces the risk of infection. Your pet will look and smell great. Regular visits may result in early detection of issues with ears, skin, teeth and more.

Q.3. (Ans):

The coordination here is mainly concerned with **the prevention of fire and thefts and the safekeeping of keys and lost property**. 2. Housekeeping personnel should also report anything of a suspicious nature or movement in hotel immediately to the security staff.

Section C:

Answer 1. Housekeeping Coordination

The repairing and maintenance of broken furniture and fixtures. The painting of the required area in the hotel. Repairing pipes and electric points in the guest rooms. Collection of soiled uniforms from the Maintenance staff and provision of ready uniforms to them daily.

Q.2. (Ans):

Hygiene is a **series of practices performed to preserve health**. According to the World Health Organization (WHO), "Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases." Personal hygiene refers to maintaining the body's cleanliness.

Q.3. (Ans):

Front Office Department plays a vital role in a hotel, and it is the face of a hotel or hospitality establishment. It is the first and the last department where a guest interacts. The Front Office Department is **responsible for creating first hand impressions regarding the level of services and facilities provided**.

Answer key

M. Piss G





School of Hospitality and Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, 5th Semester,

1stIn-Sem. Examination

Course Code: SHT 1530

Time: 1 Hour

Course Name: Front Office Manager Professional

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- Hotel XYZ has a great deal of flexibility in responding to changes in local market conditions but cannot afford broad advertising exposure and pays relatively high prices for supplies. The hotel is most likely to be:

- (a) Chain property
- (b) Independent property
- (c) Franchisee
- (d) Corporate property

Question No.2- The occupancy report prepared by the front desk for April 7, at 3 pm of the same day, lists room 501 as a stay over. At 2 pm on April 7, the housekeeping report lists room 501 as vacant and ready for sale. The room status discrepancy could have resulted from

- (a) A walk-in
- (b) A lock-out
- (c) A late check-out
- (d) A skipper

Question No.3- A credit limit established by hotel is known as

- (a) House limit
- (b) Outstanding limit
- (c) High balance limit
- (d) Ceiling

Question No.4- A pending charge posting after the guest has checked-out is known as

- (a) City voucher
- (b) Late charge
- (c) Miscellaneous charge
- (d) Due bank

Question No.5- Which of the following reports is especially helpful to properties that are considering expansion

- (a) Agent commission report
- (b) Expected Arrival report
- (c) No-show report
- (d) Turn away report

Section – B

03X02 = 06 Marks

Question no.1.What is Ledger? Write down the Types of Ledger.

Question no.2.What is Folio? Write down the Types of Folio.

Question no.3.What is the Formula of ARR, Rev PAR & Occupancy ratio

Section – C

03X03 = 09 Marks

Question no.1.What is Night auditing? Write down the process of Night auditing.

Question no.2.What do you mean by PMS. Write down any 5 names of Software use in front office.

Question no.3.What is Reservation? Write down the sources and modes of Reservation.





SET 1 Answers

Section A

Q.No.1- B

Q.No.2- D

Q.No.3- A

Q.No.4- B

Q.No.5- D

Answers key

Section B

Q1. Ledger

A Ledger is a book in which the accounts of both resident and nonresident guests are entered. In simple words, it's a grouping of guest accounts. This ledger aids in preparing the Profit and Loss account and Balance Sheet of a hotel.

(a) City Ledger: The City ledger is also known as the Non-guest ledger. It is the collection of non-guest accounts. If a guest account is not settled in full by cash payment at checkout, the guest's folio balance is transferred from the guest ledger to the city ledger in the accounting division for collection.

(b) Guest ledger: Guest Ledger is a type of ledger that has the accounts of all the guests residing in a hotel. After the registration process of the guest is over, a guest folio is opened on his/her name to record all the purchases which he/she is making from the hotel. This ledger is also known as Transient or Room Ledger.

Q2. A folio is a statement of all transactions (i.e. debits & credits) affecting the balance of a single account. At Checkout, any guest folio should be balanced to 0 through full cash payment, credit card transfer, personal check transfer, Special program transfer and direct billing transfer...

The way of maintaining folios starts with proper posting, which is the process of recording transactions on a folio (i.e. proper folio, proper location and proper amount)

Under the manual, semi-automated and fully automated systems, folios are called hand-written folios, machine-posted folios, and computer-based Electronic folios respectively. Moreover, all folios shall have a unique serial number for internal control and storing purposes.

Types of folios used in front office department

There are four types of Folios, they are

(a) Guest folios: Accounts assigned to individual persons or guestrooms

(b) Master Folios: Accounts assigned to more than one person or

Guest room; usually reserved for guest groups

(c) Non-Guest (or semi-permanent) folios: Accounts assigned to

Non-guest businesses or agencies with hotel charge purchase

Privileges.

.....



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Purchase privileges.

Q3. $ARR = \text{Total revenue Generated in one day} / \text{Total room sold in one day}$

$\text{Rev par} = \text{Total room revenue} / \text{Total no. of available rooms}$

$ARR = \text{Total room revenue} / \text{Total no. of guest staying in hotel}$

$\text{Occupancy ratio} = \text{Number of rooms occupied} / \text{total no. of rooms in hotel} * 100$

Section C

Q1 It is the process of auditing where the night auditor reviews all financial activities of the hotel that has taken place in one day.

The auditing process for the day is generally conducted at the end of the day during the following night, hence the name 'Night Audit'. It can be performed by the conventional method of using papers, receipts, vouchers, coupons, and files. But performing audit using modern PMS systems is easy, fast, and efficient.

Apart from the basic audit activities listed above, the night auditor carries out the following responsibilities –

- Taking over from the last shift.
- Checking-in or checking-out the guests after 11:00 pm at night.
- Registering the guests.
- Allocating accommodations to the newly checked-in guests.
- Settling transactions in the newly created guest accounts.
- Verifying guest folios.
- Verifying room status report.
- Balancing all paperwork with the accounts in the PMS.
- Remaining liable for security of the premises.
- Handling guest accommodation keys.
- Taking backup of the PMS generated reports.
- Preparing lists of expected guest arrivals for the next day.
- Closing financial activities for a day.

Q2. A Property Management System (PMS) is a software system employed to handle basic objectives of all the departments in the hotel business and coordinate functions between them for optimum business outcomes.

Shawman

Fedelio

Opera

Fortune next

IDS

Q3.FRONT OFFICE COMMUNICATION

Healthy communication in the organization fosters mutual trust and sense of cooperation among the staff members and the guests as well as between the staff members and the management body. Front office communication with other departments can make or break the guests' stay at the hotel



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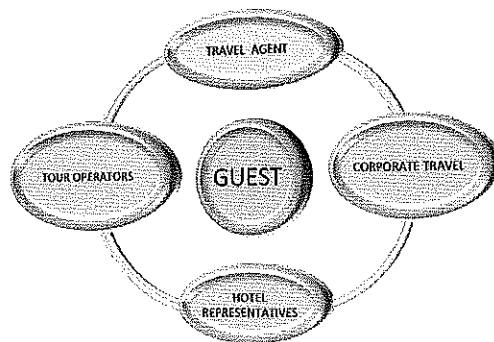
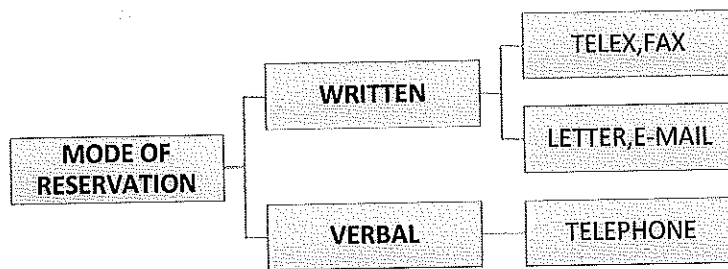
As the front office is responsible to sell the hotel accommodations, it is a major driving force for generating revenue. Hence, communication within and out of front office department needs to be vibrant and positive.

Importance of Front Office Communication

Front office department is responsible for communicating with all other departments in the hotel as well as different sections within the department. To get the front office and back office jobs done successfully, the front office staff members need to communicate with their peers as well as the colleagues and subordinates.

Within the department, the staff of front office communicate with each other to provide the best possible guest services such as reserving accommodations, registering guests, managing guest accounts, handling guest mails, and personalized guest services.

Q11 What are the modes, sources of Reservation?



M. Püssli



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Fifth Semester,

1st In-Sem. Examination

Course Code: SHT 1540

Time: 1 Hour

Course Name: Housekeeping Manager Professional

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q.1 the procedure of entering a guest room is

- a) Enter
- b) Knock the door
- c) Knock Again
- d) Announce Housekeeping and wait

d) Near the laundry

for the reply

Q.2. Uniform room stacks

- a) Soiled uniform
- b) Uniform in current use
- c) Damaged uniform
- d) All in above

Q.4. who co-ordinate with the other departments

- a) Executive housekeeper
- b) Floor supervisor
- c) Assistant housekeeper
- d) Desk control attendant

Q.3. Normally Floor pantries are situated near

- a) Service area
- b) Service Elevator
- c) Near the restaurant

Q.5 Heavy Equipment store contain

- a) Water tank
- b) Files & Forms of front office department
- c) Bulky items used by the housekeeping staff
- d) None of the above

Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. Explain the Duties and Responsibilities of Housekeeping Assistant?

Q.2 Explain the procedure of Lost and Found item of guest?

Q.3 State the Attributes Required for Housekeeping Personnel?

Section – C

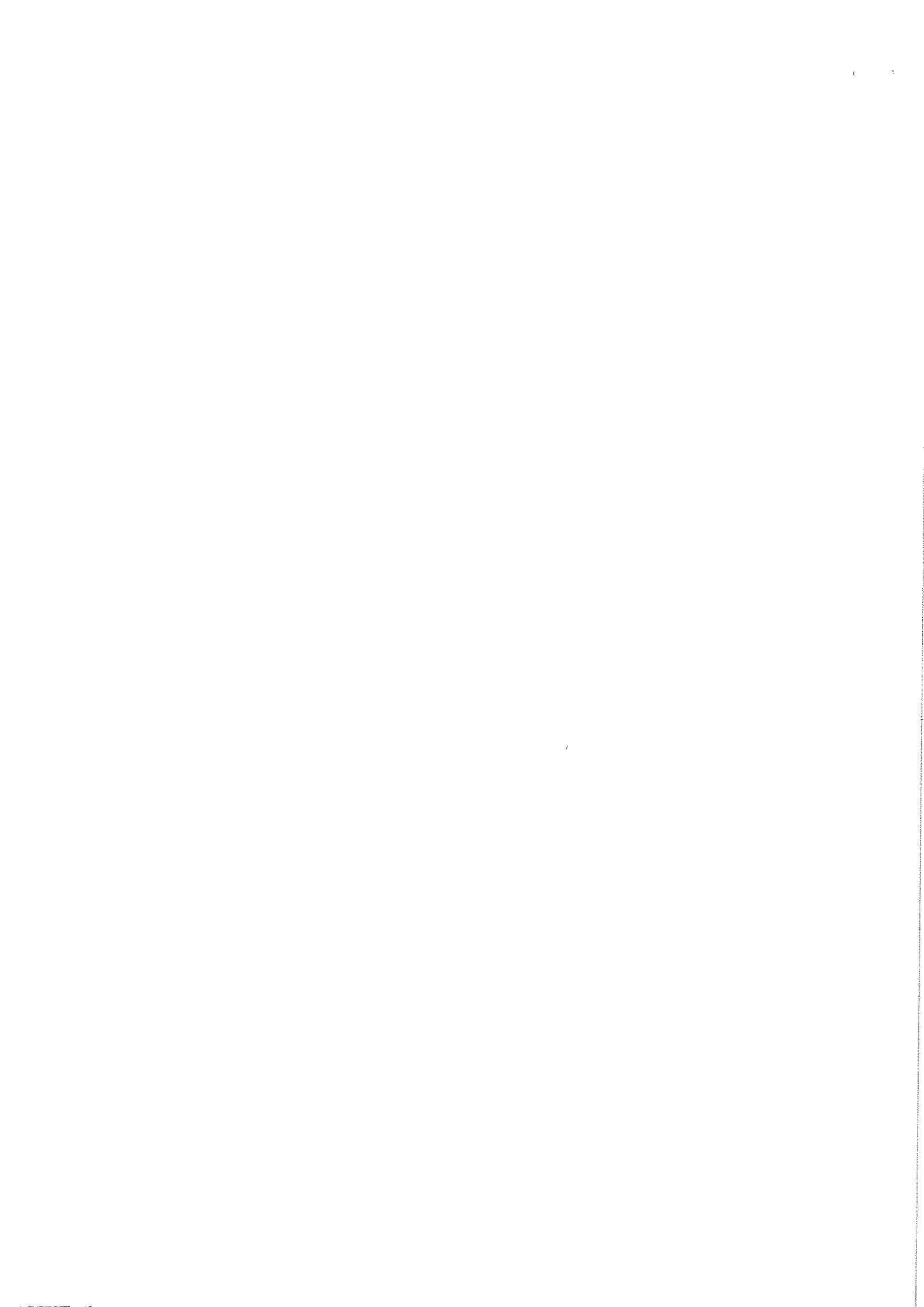
Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain the procedure of room check list?

Q.2. Define the term Stain? What are the General Rules of Stain Removal?

Q.3 Explain the Laundry Cycle?





Answer Key: HOUSEKEEPING

Section A:

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

Answer Key

Section B:

Answer 1. Duties and Responsibilities of Housekeeping Assistant

1. Create individual schedules for each housekeeping staff member, in accordance with his or her specific abilities.
2. Provide staff members with training in handling housekeeping work by physically demonstrating complex tasks.
3. Inspect lobbies, rooms, halls, and offices to determine levels of cleanliness and provide feedback to the housekeeping staff.
4. Assist in interviewing, choosing, hiring and training housekeeping staff to ensure delivery of high standard services.
5. Provide staff members with training in health and safety while working in a hospitality environment.
6. Participate in the evaluation of standards and ensure that all compliance issues are resolved.
7. Take and address the guests' complaints and suggestions and ensure that they are provided with the best in services.
8. During high volume days, provide assistance in cleaning rooms and bathrooms and making beds.

Answer 2. Lost and Found

1. An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as "Lost and Found" item.
2. There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms, public area or restaurants.
3. The lost items must be secured in a locked closet or area that has highly restricted access.
4. Employees are instructed to bring items to lost and found area, with valuables receiving immediate attention.
5. All items received to be recorded in a lost and found register.

Answer 3.

Attributes Required for Housekeeping Personnel

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



Section C:

Answer 1. The procedure of room check list

Room Inspection Checklist used by Housekeeping Supervisor

The Guest room inspection ensures that the desired results of an established cleaning system are consistently achieved by the housekeeping department. The main Purpose of a room inspection is to catch any problems that may have been overlooked during the cleaning before it is found by the guest and becomes dissatisfaction and complaints.

Housekeeping department should implement a well-conducted and diplomatic room inspection program; this can also motivate the room attendants or room maids as the employees/staff take pride in their work and enjoy having an opportunity to set standards to others.

Every guest room must be checked on the daily basis by housekeeping supervisor, this will help the hotel to attain high guest satisfaction in terms of room comfort and also for safety reasons. If the floor supervisor is not been able to check the room by the end of the shift, the Asst. Executive housekeeper must do it before releasing the room for guest occupancy.

Use of a pre-printed room inspection check-list form will prove effective for the hotel management. It will establish a set procedure ensuring that will remind Housekeeping Supervisor / Executive and Room maids of any defects and missing amenities for the guest.

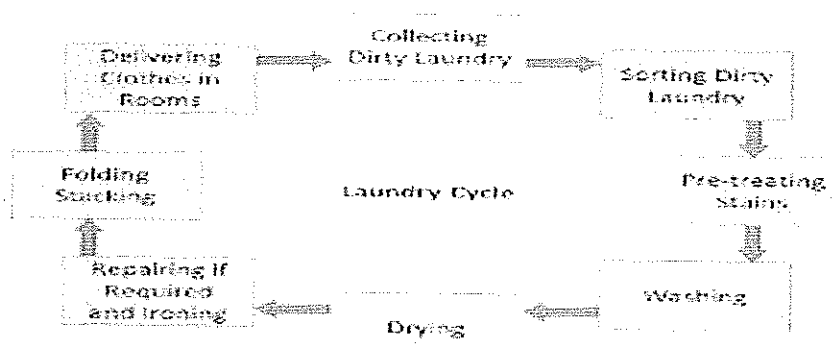
Answer 2. Stain Removal

Stain removal is the process of removing a mark or spot left by one substance on a specific surface like a fabric

Basic Rules for Stain Removal

1. The quicker, the better. ...
2. Identify or try to identify both the staining agent and the stained surface before you begin treatment. ...
3. Remove as much as possible of the staining agent before treating with a stain-removal product. ...
4. Handle stained items gently. ...
5. Avoid using heat. ...
6. Pretest any stain-removing agent.

Answer 3. The Laundry Cycle



M. Kishore