

[illegible]

- Guest Credit limit
- Due back
- Cash Bank
- POS
- Travel Agent's Voucher
- Post Check-out
- Posting Error
- City Ledger
- Express Check-out
- Paid Out Voucher

SECTION-B

2. Give the French Word for :

- a) See you Tomorrow
- b) Your baggage please
- c) Good Evening
- d) May I help you madam?
- e) Have a nice day.

3. Write a short note on theft by hotel staff.

4. Mention the factors to be considered while selecting a PMS.

5. Differentiate between express check-out and self check-out.

6. As a Front Office Associate, What steps would you follow in case of fire in the lobby?

SECTION-C

7. What are the various methods of Guest Account Settlement?

8. Explain various types of frauds in hotel operations.

9. Discuss the Guest Cycle according to the Accounting Fundamentals.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.