

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2014-2015**

COURSE : Diploma in Front Office Operation  
SUBJECT : Hotel Accounts  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Briefly explain (**any five**):

- |                          |                    |                 |
|--------------------------|--------------------|-----------------|
| (a) Twin room            | (b) Check out      | (c) Guest Folio |
| (d) Vouchers             | (e) House limit    | (f) VPO         |
| (g) Walk-in guest        | (h) Night auditing | (i) Motel       |
| (j) Occupancy percentage |                    |                 |

(5x5=25)

Q.2. Describe the following:

- |            |             |                      |             |
|------------|-------------|----------------------|-------------|
| (a) Duplex | (b) No show | (c) Continental plan | (d) Skipper |
|------------|-------------|----------------------|-------------|

(4x5=20)

Q.3. Answer **any four**:

- What are the various types of ledgers used in hotel?
- What is uniform accounting system? Discuss.
- Explain revenue producing department in a hotel.
- What are the advantages of Visitor Tabular Ledger?
- How are computers useful in hotels?

(4x5=20)

Q.4. Answer the following (**any three**):

- What are the advantages of NCR Machine?
- What is the basis of fixing room rate? Explain.
- Who is Night Auditor and what are his duties? Explain in detail.
- Classify ledgers used in hotels accounting system in front office department.

(3x7=21)

Q.5. Match the following:

- |                                     |                                  |
|-------------------------------------|----------------------------------|
| (a) Transient hotel                 | (i) VPO                          |
| (b) Allowance                       | (ii) Airport                     |
| (c) E.P.                            | (iii) Plan of accommodation only |
| (d) Rack rate                       | (iv) Room Tariff                 |
| (e) Cash advance on behalf of guest | (v) Alcoholic beverage           |
| (f) No show                         | (vi) Unsatisfactory services     |
| (g) BOT                             | (vii) Retention charges          |

(7x1=7)

Q.6. Fill in the blanks:

- (a) The hotel earns major revenue from the sale of \_\_\_\_\_.
- (b) American Plan includes \_\_\_\_\_.
- (c) The full form of VTL is \_\_\_\_\_.
- (d) CRS stands for \_\_\_\_\_.
- (e) KOT stands for \_\_\_\_\_.
- (f) "Hubbart Formula" is used for computing \_\_\_\_\_ in a hotel.
- (g) A twin bedroom has \_\_\_\_\_ separate single beds.

(7x1=7)

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