

S.No. 5562

16 SACHM 2

(For candidates admitted from 2016–2017 onwards)

B.Sc. DEGREE EXAMINATION, APRIL 2022.

Part III — Allied

**FRONT OFFICE AND ACCOMMODATION
OPERATIONS — II**

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20)

Answer ALL the questions.

1. What is Guest Folio?
2. What is Floor Limit?
3. Who is a Night Auditor?
4. What is No-Show?
5. What is Par Stock?
6. What is Calender?
7. What is Dry-cleaning?

8. Expand OPL.

9. What is Ikebana?

10. What is Nagerie?

SECTION B — ($5 \times 5 = 25$)

Answer ALL the questions, choosing either (a) or (b).

11. (a) Differentiate between guest accounts and non-guest accounts.

Or

(b) Write short notes on Visitors Paid-Out.

12. (a) What are the functions of Night Audit?

Or

(b) Write the formula for Occupancy percentage.

13. (a) Draw the layout of linen room.

Or

(b) How is the linen life-span measured?

14. (a) What are the stages in wash cycle?

Or

(b) What are the duties and responsibilities of laundry manager?

15. (a) Write short note on Japanese style of flower arrangement.

Or

(b) What are the basic shapes in flower arrangement?

SECTION C — ($3 \times 10 = 30$)

Answer any THREE questions.

16. Explain the different types of vouchers prepared by the front office.

17. Explain the night audit process in detail.

18. What are the criteria for selection of the following articles of linen and soft furnishings for use in hotels?

(a) Blankets

(b) Curtains

(c) Bed Sheets

(d) Table cloth.

19. Explain the laundry process in detail.

20. List ten different flowers and ten types of foliage used in flower arrangements.