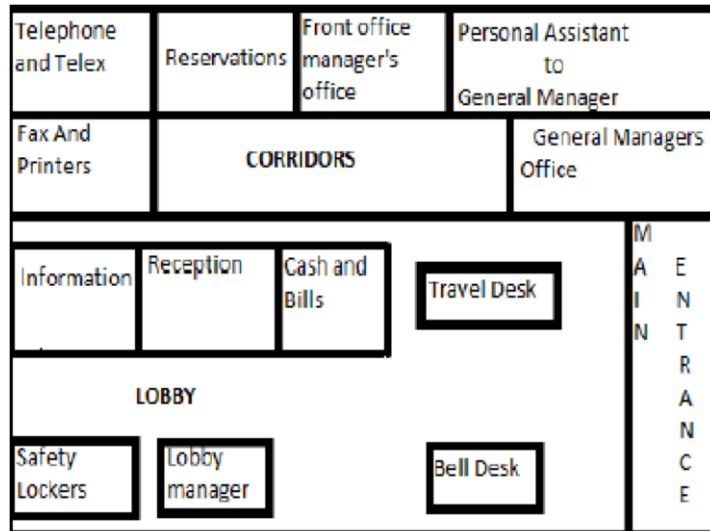


Sample Questions

Front Office

1. Are all sections in the given layout of a front office department in the right place?



- a. Yes
- b. No

2. State whether the following statement is true or false:

Alex booked a room at Hotel Plaza for ten days. He, however, checked out five days after his arrival. His action will be called as curtailment.

- a. True
- b. False

3. The given image displays different room tariff rates along with their explanation. Which of the following is incorrect?

	Tariff rate	Explanation
A	Corporate rate	Lower than rack rate
B	Day rate	If a guest checks in at 10 am and checks out the same evening at 5 pm
C	Crib rate	For children above 5 years and below 15 years of age accompanying their parents
D	Group rate	For a group of more than 15 persons

- a. A
- b. B
- c. C
- d. D

4. Which of the following hierarchy charts of lobby organization is correct?

- a. Cashier → Front Office Supervisor → Front Office Manager
- b. Cashier → Front Office Manager → Front Office Supervisor
- c. Front Office Supervisor → Cashier → Front Office manager
- d. Front Office Manager → Cashier → Front Office Supervisor

5. Choose the correct answer

An amendment to the reservation chart CANNOT be made_____.

- a. In case of no shows
- b. In case of a pre-booked event in the hotel
- c. In case of peak reservation season
- d. In case the guest decides to check out before the expected date of departure

6. Identify the room plan that does NOT show the correct meal plan.

	Room plan		Charges for
A	European Plan	1	All meals along with the room
B	American Plan	2	Breakfast along with the room
C	Modified American Plan	3	American breakfast with the room
D	Bermuda Plan	4	Room only

- a. European plan
- b. American plan
- c. Modified American plan
- d. Bermuda plan

7. What is the rate charged for a standard room excluding taxes called?

- a. Room rate
- b. Crew rate
- c. Rack rate
- d. Block rate

7. Match the given standalone system and equipment with its application?

	Systems		Application
A	Point-of-sale system	1	Identifies outward dialling
B	Call accounting system	2	Used to code the room keys for guests
C	Energy management system	3	Used in a hotel health centre
D	Electronic locking system	4	Manages the use of equipments that consumes energy

- a. A3, B1, C4, D2
- b. A1, B2, C3, D4
- c. A3, B4, C2, D1
- d. A4, B1, C2, D3
- e. A4, B2, C3, D1

9. Consider the following sequence in which a night audit process takes place. What will be step 'D' of the process?

- A. To complete outstanding postings and verify transactions.
- B. Reconcile transactions in guest accounts, city accounts and points of sale.
- C. Verify no shows.
 - a. Establish the end of the day process
 - b. Preparing high balance and occupancy reports
 - c. Update the system
 - d. None of the above