

COVER PAGE

Advanced Front Office Operations (754)

Marking Scheme

Class XII - 2018-19

Time: 3Hours

Total Marks: 60

General Instructions:

1. *Marking Scheme is divided into two sections: Section-A and Section- B.*
2. **Section–A:**
 - i. *Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.*
 - ii. *Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.*
 - iii. *Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.*
3. **Section–B:** *Long/Essay type questions of 5 marks each. Answer any 5 questions from the given 7 questions.*
4. *All questions of a particular section must be attempted in the correct order.*
5. *Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.*
6. *The maximum time allowed is 3 hrs.*
7. *The marking scheme carries only suggested value points for the answers. These are only guidelines and do not constitute the complete answers. The students can have their own expression and if the expression is correct, the marks be awarded accordingly.*

Marking Scheme
Class -XII, 2018-19

Time Duration: 3 Hours

Marks: 60

Question No.	Expected Answers	Marks
1	Guest folio is considered as the master bill and it contain all transactions of both cash and credit occurred by each resident guest.	1
2	Bag pull is a process to bring down guest luggage from group members room.	1
3	Traveller's cheque is a cheque for a sum in a specific currency which can be exchanged anywhere for local currency or goods.	1
4	City ledger is used to record all financial transactions that takes place between a non-resident guest and hotel.	1
5	Skippers account is maintained to record the bills of guest who leaves the hotel without paying their bills.	1
6	VTL is an accounting system usually used in small hotels. It is a loose large sheet in which the daily transactions of the guest with the hotel are recorded.	1
7	Any two of the following- Micros, Amadeus, IDS fortune, Shawman	1
8	Occupancy% = $\frac{\text{No.of rooms occupied}}{\text{Total rooms in the hotel}} * 100$	1
9	Night auditor is the person who audits the hotel account at night time.	1
10	The hotel tariff is only for the room rent and guest is required to pay for all meals ordered separately.	1
11	A person who comes to hotel without any prior reservation and requets for a room.	1

12	Guest who does not check out on the expected date of departure and intends to stay for more day/s.	1
13	<p>Any four points.</p> <p>i) High liquidity: money can be refused without delay for any other transactions.</p> <p>ii) Cash can be deposited in bank to earn interest.</p> <p>iii) Fairly high worth to do cash transactions</p> <p>iv) No processing fees as extra added to guest accounts</p> <p>v) Convenient for small transactions</p> <p>vi) No special equipment required in dealing with cash</p>	2
14	<p>i) Late checkout of group members</p> <p>ii) Long queues at the cashier counter</p> <p>iii) Improper bill posting and mistakes</p> <p>iv) Problem in speed and accuracy in billing.</p>	2
15	At a specific time, the position of assets, liabilities and equity of business are shown in this statement. Generally this statement is prepared at the end of the financial year of the business. This is also called the statement of financial position of the organization.	2
16	<p>(Any four points)</p> <p>i) To keep up-to-date record of posting prepayments, credit transactions and charges to guest account at regular period of time to inform guest at the time of checkout /during stay in hotel.</p> <p>ii) To provide accurate bill to guests to show advance payment by guest at the time of check-in.</p> <p>iii) To provide all financial data of hotel accounts and to prepare reports.</p> <p>iv) To maintain individual guest accounts, receipts, vouchers, payments etc.</p> <p>v) To maintain city ledger accounts and processing for payments.</p> <p>vi) To monitor guest outstanding balance at regular intervals.</p> <p>vii) In case of any query, the guest can contact front desk to know about their bills.</p> <p>viii) To maintain good business relation and earn profit by providing hotel services.</p>	2

17	<p>Advantages (Any two)</p> <ul style="list-style-type: none"> • Each name of guests and their room number and transaction made are shown in one column to avoid confusion. • Guest can review their bills at any time, Guest account is updated time to time by cashier, so there is less chance of mistakes. • Easy to check by balancing <p>Disadvantages (Any two)</p> <ul style="list-style-type: none"> • The size is too big to maintain • Since too many columns are there, chance of mistakes in posting bills are possible. • To find out mistakes from too much of column becomes difficult. • Time consuming for making entries. • Requires additional time for checking, balancing and bill preparation. 	2
18	<p>(Any four points)</p> <ul style="list-style-type: none"> • Posting of guest charges, advances and miscellaneous charges. • City ledger collection report • Foreign currency encashment report • Bill summary and cashier report • Split bill reports • Complimentary room report • Guest high balance report • Long staying guest report • Department audit report 	2
19	<p>Night auditor prepares high balance report on the basis of viewing guest bills that exceeds the credit limit fixed by hotel. This report is sent to the front office manager and instruction is given to front office staff to request the guest to pay some amount of money against their outstanding balance.</p>	2
20	<p>A hotel cashier collects money from guests for their lodging and any other charges they may incur during their stay. Besides processing cash, debit card and credit card transactions for guests , cashier is often responsible for foreign currency exchange for the guests.</p> <p>Duties and responsibilities of a cashier (Any Six)</p> <ul style="list-style-type: none"> • Operates front office posting software • Opens the guest folio 	3

	<ul style="list-style-type: none"> • Make all charge postings in the guest folio • Maintains adequate supplies of outlet stationery for cashiers • Assists with distribution of month end reports. • Maintains a track of all high balance guests. • Handles paid outs. • Completes guest check- out procedure and settles guest account. • Manages safe deposit boxes • Exchange foreign currency 																																											
21	<p>(Any Six)</p> <ul style="list-style-type: none"> • Computer with PMS • Laser printer • Folio bucket • Credit card imprinter/EDC Machine • Safe Vault/Cash drawer • Safe deposit lockers for guests • Cabinets to keep files 	3																																										
22	<p style="text-align: center;">Format of Guest History Card</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="4" style="padding: 5px;">NAME OF GUEST:</td> <td colspan="2" style="padding: 5px;">NATIONALITY:</td> </tr> <tr> <td colspan="4" style="padding: 5px;">ADDRESS:</td> <td colspan="2" style="padding: 5px;">DATE OF BIRTH:</td> </tr> <tr> <td colspan="4" style="padding: 5px;">MOBILE NO/PHONE NO:</td> <td colspan="2" style="padding: 5px;">WEDDING ANNIVERSARY</td> </tr> <tr> <td style="padding: 5px;">Arrival date</td> <td style="padding: 5px;">Departure date</td> <td style="padding: 5px;">Room no.</td> <td style="padding: 5px;">No.of nights</td> <td style="padding: 5px;">Preference if any: Food, Music, Extra bed</td> <td style="padding: 5px;">Normally booked through</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;">Agent/Co.</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;">Contact:</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;"></td> <td style="padding: 5px;">Normal billing instructions:</td> </tr> </table>	NAME OF GUEST:				NATIONALITY:		ADDRESS:				DATE OF BIRTH:		MOBILE NO/PHONE NO:				WEDDING ANNIVERSARY		Arrival date	Departure date	Room no.	No.of nights	Preference if any: Food, Music, Extra bed	Normally booked through						Agent/Co.						Contact:						Normal billing instructions:	2+1=3
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	<p>COMMENT:</p> <ul style="list-style-type: none"> • It helps to know about their guest and promote business • It helps to serve guest better according to their needs and choice. • To wish the guest on Birthdays, Anniversaries and Festivals and also provide professional and anticipated service to guests. • Act as a bridge between management and guest 	
23	<p>If a guest vacates his room after the checkout time mentioned in the Guest registration card is called late checkout.</p> <p><u>Any four points</u></p> <ul style="list-style-type: none"> • Loss of revenue because some guest unwilling to pay for extra hours room rent. • Rooms are not ready on time for next guest who holds confirmed reservation. • Difficulty in maintaining room status • It becomes inconvenience to check in guest who is going to arrive. • Housekeeping staff find difficulty in cleaning the late checkout rooms. 	1+2=3
24	<p>Any Six</p> <ul style="list-style-type: none"> • It provides all relevant information of guest arrival, date of departure, arrival time, room number assigned, type of guest room etc. • It maintains color code system to maintain room report according to type of room like single, double, deluxe rooms for easy identification of room. • To check the reservation details of guest easily by searching guest name, company details etc. to get information quickly. • Room availability position status is displayed in system by selecting the arrival list. • Guest messages can be added in guest room details about the call and the same can be delivered to guest • Helps in preparing rooming list • To create special group rates • It can automatically calculate room rates, taxes, number of pax etc. • To provide information about extra beds in guest room 	3

25	<p><u>Advantages</u> (Any three)</p> <ul style="list-style-type: none"> • It promotes smooth functioning of departments • Reduces paper work and helps in saving money on stationery • Quality service provided to guests at all time • Helps in keeping goodwill with the guest • It leads to good interdepartmental co-operation • It reduces workload, saves time and increases productivity • Good working environment with computer system <p><u>Disadvantages</u> (Any three)</p> <ul style="list-style-type: none"> • It is very expensive • User Id should be kept secretly • Staff training cost involved • New budget to purchase software • Space is required for installation of computer system 	3
26	<ul style="list-style-type: none"> • All the company guest need to confirm their identity by producing company id card /visiting card at the time of check-in procedure at reception. • BTC letter has to be produced which is prepared on the company letter head with all the details related to guest(Name, room type, date of arrival and departure) • The cashier should verify that the company is listed in the company volume guaranteed list. • Any extra service availed by guest which is not covered under company policy should be charged separately. • Supporting bills are attached with guest folio and requests the guests to verify and sign the final bill. • All original bills must be sent to company for receiving payments and to be entered in City Ledger for the accounts department to collect the money from company. 	3

27	<p>Express checkout-It is speedy checkout system followed by front office staff and it is also a facility given to the guest who avoid physically going to cashier's desk at the time of their checkout for saving time.</p> <p>The guest will be given express checkout form in the morning of his/her date of departure.</p> <p style="text-align: center;">↓</p> <p>The guest will sign the ECO form and authorize the hotel to charge the outstanding balance to his credit</p> <p style="text-align: center;">↓</p> <p>Guest can leave the hotel without having to wait or go through the standard checkout procedure.</p> <p style="text-align: center;">↓</p> <p>The front office cashier prepares the final bill of the guest and</p> <p style="text-align: center;">↓</p> <p>The hotel sends the signed copy of ECO form and the charge slip to credit card company for the payment of guest bill.</p> <p><u>Advantages</u></p> <ol style="list-style-type: none">1. The guest need not come to reception counter. Guest can checkout directly from room itself.2. Cashier can work efficiently to reduce guest crowd during morning time checkout.3. Guest need not wait in long queue foe bill settlement,4. Very professional method of handling guest checkout and it also saves time of the guest and hotel satff.	1+2+2=5
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28

Hotel pays some amount of money for small transactions, on behalf of the staying guest, during their stay. A voucher is created by front office cashier for documentation and approval of guest. The necessary details are entered in VPO voucher and guest needs to sign along with room number and it is posted to guest folio for payments at the time of guest checkout.

2+3=5

The following charges maybe posted in VPO.

- i) Payment for taxi if the guest is not having change.
- ii) Florist charges for the purchase of bouquet.
- iii) Postage and courier charges

Format of VPO

<p>HOTEL XYZ Visitors Paid Out Voucher</p>		
		Date.....
		Room No.....
Name of the guest.....		Room account no.....
Explanation	` Rupees	Remarks
Paid for taxi	200/-	Paid at the time of guest check in.
Rupees in words.....Two hundred only		Total.....200/-
Signature of recipient	Approved by	Signature of cashier

29	<p>a) Guest allowance is the cash paid to the guest by hotel on the following situations.</p> <ul style="list-style-type: none">• In case of wrong posting of bills in guest folio, an allowance voucher is prepared by cashier to compensate the charges in guest account, due to any human error.• If a guest has paid a large sum of money at the time of check-in and the final bill is less than that of money paid during check-in, the hotel will pay back the remaining amount by raising guest allowance voucher.• In case an airline operator sends a group of guests and guarantees for repayment of bills on behalf of guest. <p>Guest allowance are strictly monitored and controlled by lobby manager. The front desk cashier need to get an approval from competent authority to pass the allowance to make payment to guests.</p> <p>b) Whenever any commission is paid by front office cashier for any guest or third party, commission voucher is prepared.</p> <p>Mostly commission vouchers are prepared for the following reasons</p> <ol style="list-style-type: none">a) Generally a travel agent or tour operator who provide business to hotel by providing room reservation for group guests on a commission basis of 10 percent on room rates excluding taxes.b) A taxi driver who brings walk-in guest to the hotel. If the guest stays in the hotel by reserving a room the hotel pays commission to driver.c) Any agency which are working on commission basis.	5
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30

Format of guest weekly bill

5

Date						Total
	Rs	Rs	Rs	Rs	Rs	Rs
Brought forward						
Room						
Board						
Food						
Drinks						
Mineral water						
Miscellaneous						
Telephone						
Cash advance						
Sales Tax @						
Service charge@						

Checked and found correct. Please forward bill to
M/S.....
.....
.....
Signature of Guest

Grand Total
Less payment receipt No.
Allowances
Net payable

BILL CLERK

Bills are payable on presentation. Cheques are not accepted. Guests are requested to ensure that they obtain authorized receipt from cashier.

Guest weekly bill is prepared for each resident guest and is presented on check out for settlement. As for one week one bill is prepared. It is easy to understand and operate. The same bill can be used for one week and another bill is stapled only if guest stays beyond one week.

31	<ol style="list-style-type: none"><li data-bbox="347 111 1344 401">1. <u>Expected Arrival List</u> It is a report which is commonly used by Reception section. It provides information about the expected arrivals of the day as well as arrivals for the dates in future. The report contain information such as name of guest, expected time of arrival, duration of stay, company, billing instructions etc.<li data-bbox="347 447 1344 611">2. <u>Guest In-house list</u> The report provides information about all guests staying in the hotel with their respective room numbers and other relevant details.<li data-bbox="347 657 1344 905">3. <u>Expected VIP In-house list</u> This list has the details of all VIPs expected to arrive during the day along with their VIP status so that a special amenities may be placed in the room in advance. Hotels generally have different guest status such as normal guest, regular guest, VIP 1, VIP 2, VIP 3, etc.<li data-bbox="347 951 1344 1115">4. <u>Airport Pick-up list.</u> This report is, primarily, used by concierge. It helps them to co-ordinate the pick-up of guests from airport to the hotel.<li data-bbox="347 1161 1344 1367">5. <u>Group Arrival list</u> Resorts and hotels located at places of heritage interest do a lot of group business. This report lists all the group arrivals for the day along with their time of arrival and other details. <p data-bbox="347 1413 1344 1530">(Students can also write Room discrepancy report, Expected departure list, High balance report, Manager's report, No-show report, Cancellation report, Arrival report, Follow-up action /Trace report)</p>	1*5=5
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32	<ol style="list-style-type: none"> 1) To ensure the accuracy of front office accountings records and balance 2) To verify financial transaction of guest and hotel. 3) To calculate total revenue generated for the day. 4) To cross check cashiers report regarding all financial and credit postings. 5) To verify room charges posting in guest folio. 6) To prepare high balance of guest staying in hotel. 7) To transfer unpaid bills to city ledger. 8) To know the room occupancy percentage. 9) To check arrival and departures of guest and cancellations of room reservation. 10) To monitor all transactions and bills of other departments. 	5
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33	<p>Night auditing is conducted by every hotel to maintain accurate and systematic control on Accounting system that keeps proper records of all transactions whenever any goods purchased or any service availed by guests in hotel. Night auditing prevents fewer mistakes in accounts which lead to achieve higher level of guest satisfaction. Loss of revenue to hotel is completely stopped by this process.</p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Night Audit Process</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">To establish end of the day for all financial transactions</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">To complete outstanding posting guest folio and ledger</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">To verify, cross check guest accounts, city accounts ,and point of sale</div> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px auto;"> <thead> <tr> <th style="text-align: center; padding: 5px;"><u>Guest Account</u></th> <th style="text-align: center; padding: 5px;"><u>City Ledger</u></th> <th style="text-align: center; padding: 5px;"><u>Point Of Sale</u></th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Room rent Food & Beverage bills Paid-outs Cash deposit</td> <td style="padding: 5px;">All credit transactions like:- <ul style="list-style-type: none"> • Bill to company • Credit card settlement • Travellers cheque </td> <td style="padding: 5px;">Restaurant bills Bar bills Health club Laundry bills</td> </tr> </tbody> </table> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Updating the system</div> </div>	<u>Guest Account</u>	<u>City Ledger</u>	<u>Point Of Sale</u>	Room rent Food & Beverage bills Paid-outs Cash deposit	All credit transactions like:- <ul style="list-style-type: none"> • Bill to company • Credit card settlement • Travellers cheque 	Restaurant bills Bar bills Health club Laundry bills	
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