



- iii) LIU stands for
- a) Land Infrastructure Unit
 - b) Local Intelligence Unit
 - c) Local Insurance Unit
 - d) none of these.
- iv) Out of the following who is a Foreigner ?
- a) Guest from Nepal/Bhutan
 - b) Guest from Assam
 - c) Guest from China
 - d) none of them.
- v) C-Form is associated with
- a) Local VIPs
 - b) Domestic traveller
 - c) any Foreigners
 - d) All of these.
- vi) House count is
- a) total no. of guests
 - b) total no. of occupied rooms
 - c) total no. of rooms in the hotel
 - d) total vacant rooms.



- vii) PMS stands for
- a) Property Management System
 - b) Private Mail Service
 - c) Public Management System
 - d) Police Management System.
- viii) Pre-registration activities take place
- a) during the registraion of guest
 - b) before registration of guest
 - c) after the check-in
 - d) all of these.
- ix) The hotel may have the
- a) Master key
 - b) Guest room key
 - c) Emergency key
 - d) All of these.
- x) Floatel in West Bengal is located in
- a) Digha
 - b) Durgapur
 - c) Kolkata
 - d) Purulia.



GROUP - B

(Short Answer Type Questions)

Write short notes on any *three* of the following.

3 × 5 = 15

2. 'C' Form
3. Express check out
4. IRS
5. Reservation Records
6. Electronic Locking System.

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. 3 × 15 = 45

7. What is the check-in procedure in fully automated hotels ?
Draw a simple flow chart on this.
8. What are the procedures of handling emergency situation in Hotel industry ?
9. What do you mean by Pre-registration & Registration ? Draw a format of Guest Registration Card (GRC) ?
10. What are the different systems of reservation ? Briefly mention about Whitney System (Semi-Automatic) ?
11. Briefly mention the front office operation procedure in a 5 star category hotel.

