

- Q.4 Which of the following is a preventive measure for guest safety?
- Firefighting training for staff
 - Settling bills promptly
 - Guest complaint handling
 - Late check-out approval
- Q.5 "Avez-vous une pièce d'identité ?" is used when:
- Asking for payment
 - Asking for ID
 - Offering a room key
 - Wishing good night
- Q.6 "Drop, Cover, and Hold" is a safety drill for:
- Fire
 - Earthquake
 - Flood
 - Tsunami

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 What is Amadeus?
- Q.8 What is a travellers cheque?
- Q.9 Give types of fire.
- Q.10 Write 'Good night' in French.
- Q.11 What do you mean by evacuation?

- Q.12 Who is a no-show guest?

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 Write any five advantages of using PMS in front office operations.
- Q.14 What are the key features of the Reservation Module in PMS?
- Q.15 Differentiate between Cash settlement and Credit card settlement.
- Q.16 Write a short note on self check-out kiosks in hotels.
- Q.17 State any five safety measures a hotel front office should adopt for guest protection.
- Q.18 Differentiate between Grand Master Key and Emergency Key.
- Q.19 Write in French how you would ask a guest:
- "Do you need help with your luggage?"
 - "Would you like a wake-up call?"
- Q.20 Write five polite expressions in French useful at the front desk:
- Bonjour
 - Merci
 - S'ilvousplaît
 - Excusez-moi