

SECTION-D

No. of Printed Pages : 4
Roll No.

223925

**Sem. 2nd/
Hotel Management & Catering Technology
Sub. : Front Office Operations-II**

Time : 3 Hrs.

M.M. : 60

Note: Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 Describe the complete procedure of receiving and recording new reservation in hotels with help of related forms.
- Q.24 Elaborate the process of registration followed by front office department for a foreign guest.
- Q.25 Draw and explain the layout of lobby in a five-star hotel.

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 _____ is total number of resident guests present in the hotel
 - a) Room Count
 - b) House count
 - c) Both
 - d) None of these
- Q.2 The Facility of awakening guests is known as :
 - a) Warning Call
 - b) Walking Call
 - c) Wake-up Call
 - d) Worship Call
- Q.3 Accounts of more than one person, or guestrooms and are usually maintained for groups are called as
 - a) Guest folio
 - b) City Folio
 - c) Master Folio
 - d) None of these

- Q.4 Term used to denote money given on behalf of the guest
- a) Skipper b) Paid Out
c) Money Out d) Sleep Out
- Q.5 A hotel can maintain the registration record in
- a) Hard-bound registers
b) Loose-Leaf registers
c) Guest registration Card
d) All of these
- Q.6 A person who comes to the hotel without any prior reservation is called as _____.
- a) Walk in b) No Show
c) Skipper d) None of the above

SECTION-B

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

- Q.7 Tariff means _____.
- Q.8 Rack rate is defined as _____.
- Q.9 Guaranteed reservation means _____.
- Q.10 Credit means _____.
- Q.11 FIT is _____.
- Q.12 Crib rate is _____.

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SECTION-C

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

- Q.13 Give some room selling techniques practiced by front desk personnel.
- Q.14 Explain Hubert formula.
- Q.15 What are the various sources of reservation?
- Q.16 Draw a reservation slip used to record new reservation request.
- Q.17 What is the need of accounting in front office operations?
- Q.18 Discuss various branches of accounting.
- Q.19 Draw and explain guest history in context of hotel front office.
- Q.20 Discuss pre-registration activities followed by front office department.
- Q.21 What are non automated equipment's at front desk?
- Q.22 Discuss the role and functions of hospitality desk.

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