

Q.22 What are charge privileges? Which guest are extended this facility?

SECTION-D

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

Q.23 Explain the detailed Night Auditing procedure of hotels?

Q.24 What are the steps involved in the departure procedure in a fully automated system?

Q.25 Write short note on common revenue centers of a hotel?

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(4)

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**3rd Sem / Hotel Management & Catering
Technology**

Subject : Front Office Operation - III

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

Q.1 Total room sales divided by the number of rooms sold represents _____

- a) Rack Rate
- b) Average Daily Rate (ADR)
- c) Room Occupancy %
- d) All of above

Q.2 Who takes care of complaint handling _____.

- a) Travel desk b) Receptionist
- c) GRE d) Both b & c

Q.3 Where does a hotel maintain the registration record in

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- a) Hard-bound Register
- b) Loose leaf register
- c) Guest registration card
- d) All of these

Q.4 What is used as the benchmark quotation of a hotel's room rate ?

- a) Corporate Rate b) Restricted Rate
- c) Discount Rate d) Rack Rate

Q.5 _____ deposits misplaced luggage of guests.

- a) Guestroom brigade
- b) Public area brigade
- c) Lost and found section
- d) Housekeeping management

Q.6 A _____ audits the hotel accounts daily at a time when the business is slow.

- a) Audit Controller b) Night Auditor
- c) Auditor d) Consolidator

SECTION-B

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

Q.7 What is Suggestive selling?

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Q.8 What is Hierarchy of Bell Desk?

Q.9 Expand EPABX.

Q.10 Define No-show.

Q.11 Define Late Checkout?

Q.12 Define car parking self?

SECTION-C

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

Q.13 What are the various techniques used by the front office personnel to maximize the occupancy?

Q.14 Write down the role of valet in hotels?

Q.15 Write about the duties and responsibilities of a Bell boy.

Q.16 Write about the role played by Concierge in a hotel?

Q.17 Explain the Scanty baggage procedure?

Q.18 Draw the flow chart of check-in procedure in fully automated system?

Q.19 What are the duties of Bell Concierge?

Q.20 Write procedure for room change?

Q.21 Explain bell desk activities while guest departure.

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