Seat No.: _____ Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY

BHMCT- SEMESTER– 4 EXAMINATION – SUMMER 2016

Subject Code: 143304 **Date: 03/06/2016**

Subject Name: Front Office Operation

Time: 10.30AM – 01.00PM **Total Marks: 70**

Instructions:

1. **Attempt all questions.**
2. **Make suitable assumptions wherever necessary.**
3. **Figures to the right indicate full marks.**

Q.1	**(a)**	Discuss the various segments of hotels on the basis of price, luxury and service. • Such as first class, luxury hotels so on.	**07**
	(b)	Discuss the various types of hotel on the basis of location and number of rooms. • Like mega hotels, motels etc.	**07**
Q.2	**(a)**	What is Front office? Draw the hierarchy of Front Office of large size hotel and explain its relationship. • Receptionist, Informationist, F.O. Assistants	**07**
	(b)	What is lobby? Write out the duties and responsibilities of Front Office cashier. • Also known as foyer.	**07**
		OR	
	(b)	Discuss the duties and responsibilities of Front Office Assistant of small size hotel. • Small size hotel having less than 25 rooms.	**07**
Q.3	**(a)**	What is ROP? Discuss the mail handling procedure in hotel. • Occupancy percentage, incoming and outgoing mails.	**07**
	(b)	Discuss the various types of meals plans offered by hotels. • AP, GP, En-pension	**07**
		OR	
Q.3	**(a)**	Discuss the various types of rates offered by hotels. • Rack rates, CGR rates, crib rate.	**07**
	(b)	What is sorting? Discuss the various types of registers and mails. • Inward and outward registers	**07**
Q.4	**(a)**	Explain the anatomy of reservation with suitable diagram. • Inquiry, checking availability, guarantee.	**07**
	(b)	What is CRS? Write out the methods of room forecasting. • Projected occupancy, room commitment	**07**
		OR	
Q.4	**(a)**	Discuss the various modes and sources of reservation. • Fax, letters, referral organization,	**07**
	(b)	Define passport? Discuss the types of visa.	**07**
Q.5	**(a)**	What is High Balance Report? Explain the guest account cycle in hotel.	**07**
	(b)	What is registration? Explain the registration process of guest.	**07**
		OR	
Q.5	**(a)**	Differentiate between check-in and check-out procedure.	**07**
	(b)	What is guest history card? Explain the group handling procedure.	**07**

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