

Day : . Thursday
Date : 02/05/2019

Time : 10.00 A.M. To 12.30 P.M.
Max. Marks : 60

S-2019-2398

N. B. :

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SEPARATE** answer books.

SECTION – I

- Q. 1** Answer any **SIX** of the following **(06)**
- | | |
|--------------------|-----------------------|
| i) Motel | v) Conventional Hotel |
| ii) Cabana | vi) Suite |
| iii) Seasonal Rate | vii) Corporate Rate |
| iv) AP | viii) CP |
- Q. 2** Answer any **THREE** of the following **(12)**
- a) Explain duties and responsibilities of reservation assistant.
 - b) Classify hotels based on target market.
 - c) List any Eight equipment's used in front office department with its use.
 - d) Discuss various methods of charging room tariff.
- Q. 3** Answer any **THREE** of the following **(12)**
- a) Write a note on evolution of hotel industry.
 - b) List and explain various meal plans offered to a guest in a hotel.
 - c) List various types of room rates and explain any eight in detail.
 - d) Draw an organizational chart of front office department in a large hotel.

SECTION II

- Q. 4** Answer any **SIX** of the following **(06)**
- | | |
|----------------------|-------------------------|
| i) Valet | v) Luggage Tag |
| ii) PABX | vi) Under stay |
| iii) GDS | vii) Guaranteed booking |
| iv) Reservation form | viii) No Show |
- Q. 5** Answer any **THREE** of the following **(12)**
- a) With appropriate format explain guest arrival procedure at bell desk.
 - b) Explain co-ordination of front office department with Accounts and sales and marketing.
 - c) Elaborate on sources of reservation.
 - d) Explain left luggage handling procedure at bell desk.
- Q. 6** Answer any **THREE** of the following **(12)**
- a) Elaborate on other duties of bell staff.
 - b) Draw and explain guest cycle in detail.
 - c) Explain various records used in reservation department.
 - d) Give reasons why front office department co-ordinates with Housekeeping.

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