



AAQ-010-004203 Seat No. _____

**First Year Bachelor of Hotel & Tourism
Management (Sem. II) (CBCS) Examination**

April / May - 2016

**2.3 : Front Office - II
(New Course)**

Faculty Code : 010

Subject Code : 004203

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) Attempt all the questions
(2) Options, if any, are given
(3) The maximum marks are assigned on right of each question.

1 Choose the correct alternative answers of the given **14×0.5=7**
Multiple Choice Questions :

- (1) Data for pre-filling of guest registration card is obtained from:
(A) Reservation form
(B) Both
(C) Guest History Card
(D) None of the above
- (2) Mails received at the information desk may be broadly classified as :
(A) Hotel Mail (B) Both
(C) Guest Mail (D) None of the two
- (3) In which system of reservation over-booking is possible ?
(A) Diary system (B) Both
(C) Shannon system (D) None of the two
- (4) The cashier prepares the guest bill by extracting information from :
(A) City Ledger (B) Guest Folio
(C) City Folio (D) Employee folio

- (5) The situation in which the guest stays lesser than the scheduled stay dates ?
(A) Over Stay (B) Stay Over
(C) Under Stay (D) Stay Under
- (6) The document which is based on Form F of Registration of Foreigners' Rule, 1992 is :
(A) C-Form (B) GRC
(C) G-Form (D) Guest History Card.
- (7) Voucher allotted to guest by tour operator during travel and for staying at hotel is known as :
(A) Paid out Voucher
(B) Travel agent Voucher
(C) Cash Receipt Voucher
(D) Guest Allowances
- (8) Complaints regarding the misbehave of staff with the guest will be classified under :
(A) Service related Complaints
(B) Mechanical Complaints
(C) Attitudinal Complaints
(D) Psychological Complaints.
- (9) After every check-in, front desk carries out which of the following activities ?
(A) Updating room status
(B) Preparing arrival notification slip
(C) Creating guest folio
(D) All of above.
- (10) The process of locating a guest in a specific location in hotel is known as :
(A) Searching (B) Paging
(C) Gazing (D) Wake-up-call
- (11) Which of the following activities are carried out first at the time of check-out ?
(A) Settlement of guest account.
(B) Updating front office records
(C) Creating long-lasting impression on the guest.
(D) All of above.

- (12) The MAP plan is also known as :
- (A) Half Board (B) Full Board
(C) En-Pension (D) All of above.

- (13) Crib Rate refers to :
- (A) Rate charged for children below 5 to 12 years of age, accompanied by parents.
(B) All children above 10 years of age.
(C) All children aged between 14-18 years
(D) None of above.

- (14) The example of GDS is :
- (A) Amadeus (B) Galileo CRS
(C) SABRE (D) All of above

2 Fill in the blanks : **1×7=7**

- (a) When the hotel does not charge the room rent from the guest, such room is called _____ room.
(b) In currency exchange procedure, the guest is also issued _____ certificate along with the exchanged currency.
(c) GDS stands for _____ and CVGR stands for _____.
(d) The maximum amount of credit that a hotel will extend to a guest is called _____.
(e) Cash paid to the guest by the hotel, especially in the case of a mistake in the posting of charges is known as _____.
(f) HRACC stands for _____.
(g) HOTERMAI stands for _____.
(h) FEMA stands for _____.

3 Explain following glossary terms: (any eight) **8×2=16**

- (a) Grapevine (d) Meal Plan (g) NARNS
(b) Over-booking (e) Visitor paid out (h) Traveller's cheque
(c) Errand Card (f) PMS (i) Amendement

- 4 Write short notes on the following : (any 4) **4×4=16**
- (a) What do you mean by Sources of reservation ? Explain with chart showing sources of reservation.
 - (b) Write a note on Issuing room keys and fulfilling special request.
 - (c) Write a note on Wake up call procedure with an algorithm showing the process.
 - (d) State the mode of settlement of bills practiced in front office. Also explain its process, during guest checkout procedure.
 - (e) Write a note on Key control and handling and Safety Deposit locker facility.
- 5 Answer the following questions : (any 4) **4×6=24**
- (a) Explain briefly about Inter departmental relationship between Front office departments with other departments of hotel
 - (b) How will you convert an inquiry into a valid reservation ?
 - (c) Explain PMS in detail and state the modules used under Front Office with explanation to any two modules.
 - (d) Enlist the points under procedure of handling foreign methods of payment.
 - (e) Explain briefly about 4 stages of Guest Cycle and give a brief explanation on Preregistration activities.
 - (f) Explain briefly about the mails and message handling procedure using Algorithm.
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