



DAZ-010-1202003

Seat No. _____

First Year B. H. T. M. (Sem. II) (CBCS) Examination

May - 2022

2.3 : Front Office - II

(New Course)

Faculty Code : 010

Subject Code : 1202003

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

- Instructions :** (1) Question 1 to 4 are compulsory. Attempt any 2 from Questions 5 to 8.
(2) The maximum marks are assigned in front of each question.

1 Do as directed : 6+8=14

(a) Fill in the blanks :

- (i) _____ reads data magnetically encoded and stored on the magnetic tape strip on credit card.
(ii) _____ is a mechanical or electronic device for registering and calculating transactions.
(iii) Reservation on call comes under _____ reservation.
(iv) Fax machine is an example of _____ system.
(v) Sending a feedback form to the guest comes under _____ guest cycle stage.
(vi) Information rack is a part of _____ system.

(b) Expand the following acronyms :

- (i) GSA (ii) GDS (iii) CRS (iv) EDC
(v) FOM (vi) GRE (vii) PMS (viii) ALC

2 Write short notes on any two from the following : 2×4=8

- (a) Change and cancellation policy. (b) Confirmed reservation.
(c) Importance of guest cycle. (d) Draw the errand card.

3 Match the following :

6×1=6

A

Make my trip

Tentative reservation

Pre-Arrival

Post departure

Guest relation executive

CRS

GDS

B

Sabre

Holidex

Front office post

Sending feedback form

1st Guest cycle stage

Reservation status

OTA platform

4 Case study :

7+7=14

Room Categories	Single room	Double room	Triple room
Standard	INR 5500+	INR 6500++	INR 7500++
Club	INR 6500++	INR 7500++	INR 8500++
Suite	INR 8500++	INR 9500++	INR 12000++

Meal Plan :

CP : 300++ (Per person)

MAP : 750++ (Per person)

AP : 1500++ (Per person)

(Mr. Gupta is having a reservation for Mr. and Mrs. Paulo for Suite room from 01/04/2020 to 06/04/2022 on MAP plan. On which booker has already paid \$650/- to the hotel with the reservation on 31/3/2022. On 3/4/2022 Mrs. Paulo had left the hotel as she was not well and Mr. Paulo stayed back till 06/04/2022 and he decided to shift his room to the club category. On 06th April 2022 Mr. Gupta join Mr. Paulo for the breakfast at restaurant. Kindly show each entry in the invoice and find out the total, please mention the credit or debit amount of the same.

- (a) Create the guest Invoice from the given details of the guest stay.
- (b) Make a registration form from the above guest details and prepare the reservation confirmation letter of the above guest details.
- 5 Explain what is GDS with an example. Also draw the guest cycle and explain first two stages with the forms uses in it. 14
- 6 Draw and explain the importance of "C" form. Also indicate the importance of reservation through the internet. 14
- 7 Define the term 'reservation'. Write a detailed note on sources of reservation. Also create the format of Amenity voucher and explain the same. 14
- 8 List the differences between : 14
- (a) Guaranteed and non-guaranteed reservation.
- (b) Automated and none automated system.