

321316

23242

3 Hours / 70 Marks

Seat No.

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- Instructions :**
- (1) All Questions are *compulsory*.
  - (2) Illustrate your answers with neat sketches wherever necessary.
  - (3) Figures to the right indicate full marks.

**Marks**

**1. Attempt any FIVE :**

**10**

- (a) Explain concept of Zostels.
- (b) State the importance of front office department.
- (c) State any two functions of front office manager.
- (d) State the different room rates.
- (e) State the uses of Brouchure.
- (f) List different types of guests.
- (g) Write the full form of following :
  - (i) FURAI
  - (ii) MTDC
  - (iii) ITDC
  - (iv) IATA

**2. Attempt any THREE :**

**12**

- (a) Illustrate the growth of Indian Hotel Industry.
- (b) Write importance and basic function of front office department.
- (c) Describe the process of holding and transfer of calls.
- (d) Explain any four discounts and packages offered.



- 3. Attempt any THREE :** **12**
- (a) Explain the importance of telephone department.
  - (b) State any four rules of the house for front office staff.
  - (c) Briefly discuss the basis of charging the tariff.
  - (d) Draw the organisation chart of the medium size hotel.
- 4. Attempt any THREE :** **12**
- (a) Classify Hotels with examples.
  - (b) Summarize the golden rules for telephone techniques.
  - (c) Describe the types of telephone calls.
  - (d) Draw the layout of lobby mentioning different sections of front office.
  - (e) Explain in brief the procedure of transferring a call.
- 5. Attempt any TWO :** **12**
- (a) Explain the following emerging trends in hotel industry :
    - (i) Capsule hotel
    - (ii) OYO rooms
    - (iii) Boutique hotel
  - (b) Explain the co-ordination of any two departments with front office department.
  - (c) Describe different food plans/meal plans offered along with the rooms.
- 6. Attempt any TWO :** **12**
- (a) Explain different types of rooms in the hotel.
  - (b) Describe the new technologies in telephone.
  - (c) Explain the following terms : (any **three**)
    - (i) AHMA
    - (ii) FEMA
    - (iii) PABX
    - (iv) DOT
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