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23242

3 Hours / 70 Marks

Seat No.

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- Instructions* – (1) All Questions are *Compulsory*.
(2) Answer each next main Question on a new page.
(3) Illustrate your answers with neat sketches wherever necessary.
(4) Figures to the right indicate full marks.
(5) Assume suitable data, if necessary.
(6) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.

Marks

1. Attempt any FIVE of the following:

10

- Define guaranteed reservation.
- What is amendment in front office?
- Mention the term valet service in front office.
- Define :
 - Pax
 - DNA
- Explain S. I. T. S.
- Give any two duties of bell captain.
- What is Day rate?

P.T.O.

- 2. Attempt any THREE of the following:** **12**
- a) Discuss on duties and responsibilities of bell boy's in a five star hotel.
 - b) Explain the types of reservation.
 - c) Draw "C" form. Explain its importance.
 - d) Draw a departure notification slip with a suitable example.
- 3. Attempt any THREE of the following:** **12**
- a) Describe computerised reservation system in a hotel.
 - b) How will you handle the guest request for early arrival.
 - c) Explain left luggage procedure.
 - d) Describe the stages of guest cycle.
- 4. Attempt any THREE of the following:** **12**
- a) Describe rules of the house for the guest.
 - b) Discuss on mail handling procedure.
 - c) Explain below room rates.
 - i) Seasonal rate
 - ii) Day rate
 - iii) Off season rate
 - iv) Rack rate
 - d) Describe the procedure of rooming a guest.
 - e) Discuss on handling guest reservation request over the telephone.

5. Attempt any TWO of the following:**12**

- a) Give two duties and responsibilities of each of the following :
 - i) Front Office Manager
 - ii) Reservation Manager
 - iii) Informationist
- b) Describe new trends in handling sundry guest services in a five star hotel.
- c) Explain below terms :
 - i) Skippers
 - ii) FIT
 - iii) Walk in guest
 - iv) No show
 - v) Cabin Crew
 - vi) Early check-in

6. Attempt any TWO of the following:**12**

- a) Explain in detail affiliated and non-affiliated network system.
 - b) Discuss in detail New Technologies in hotel for handling guest arrivals.
 - c) How will you provide hotel information to the guest over the telephone. Write in detail.
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