

24512

21222

3 Hours / 70 Marks

Seat No.

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15 minutes extra for each hour

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

Marks

1. **Attempt any FIVE of the following:** **10**
- a) Write a short note on cash control policy.
 - b) Explain Incentive tours.
 - c) Enlist four design of windows.
 - d) Enlist four types of carpet.
 - e) Enlist four guest room furniture.
 - f) Write any two limitations on budgetary control.
 - g) Write a short note on care and maintenance of ceiling.
2. **Attempt any THREE of the following:** **12**
- a) Write a note on credit control policy for accepting cheques.
 - b) Explain-
 - i) Suggestive selling
 - ii) Up selling
 - iii) Down selling
 - iv) Cross selling.
 - c) Mention any four factors affecting Budget.
 - d) Write a note on effective budgetary control system.

P.T.O.

- 3. Attempt any THREE of the following:** **12**
- a) Write down the principles of successful selling techniques in front office.
 - b) Write any four types of light and four importance of lighting.
 - c) Draw any four designs of windows.
 - d) Write and explain any four types of hard Flooring.
- 4. Attempt any THREE of the following:** **12**
- a) Write a note on care and maintenance of carpet.
 - b) Differentiate between Florescent and incandescent lights.
 - c) Which are the points you will consider in mind while purchasing furniture for guest room.
 - d) Write objectives of credit control policy.
 - e) Write a note on Reception as a sales department.
- 5. Attempt any TWO of the following:** **12**
- a) Write a note on credit control measures during stages of guests service cycle.
 - b) Write and explain any six types of wall coverings.
 - c) Draw the suite room layout and list down the points you will consider to select furniture for guest room.
- 6. Attempt any TWO of the following:** **12**
- a) Explain any six types of curtains.
 - b) As a being Front office manager, draft a Front office department budget.
 - c) Recommend the Flower arrangement to a Family celebrating 2nd birthday of a child, list down flowers, foliage's, accessories required for the same (assume suitable data).
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