Seat No.:	Enrolment No.

## GUJARAT TECHNOLOGICAL UNIVERSITY BHMCT SEMESTER- 4 • EXAMINATION – SUMMER-2017

Subject Code:143304 Date: 05/05/2017

**Subject Name: Front Office Operation** 

Time: 10.30AM to 01.00PM Total Marks: 70

## **Instructions:**

- 1. Attempt all questions.
- 2. Make suitable assumptions wherever necessary.
- 3. Figures to the right indicate full marks.

Q.1	(a)	Explain different types of Hotel based on its location and service being provided.	07
	(b)	Explain different types of Room available for sale in Hotels.	07
Q.2	(a) (b)	Draw organizational structure of Front office department.  Draw layout of Front office department.	07 07
	(b)	OR Write duties and responsibilities of Front office Manager.	07
Q.3	(a)	Explain Front office co-ordination with Housekeeping and with other departments.	07
	(b)	How meal plan is associated with different charges.  OR	07
Q.3	(a)	Explain different sources and modes of Reservation.	07
	<b>(b)</b>	Explain different system of Reservation.	07
Q.4	(a)	Explain in Brief with flow chart Reservation cancellation process.	07
	<b>(b)</b>	Draw the format of Registration form.	07
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Q.4	(a)	Write down popular Hill stations of India.	07
	(b)	Draw the Format of Guest History Card and explain why it is important.	07
Q.5	(a)	Draw the format of guest arrival and guest departure notification Slip also mention its importance.	07
	(b)	Explain in brief Baggage handling Procedure.  OR	07
Q.5	(a)	What is city ledger? Why it is Prepared?	07
	(b)	What is House Count, Room Count, BEP and Foreigner occupancy	07
		percentage?	

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