GUJARAT TECHNOLOGICAL UNIVERSITY
BHMCT SEMESTER– 5 • EXAMINATION – SUMMER-2017

Subject Code: 153303   **Date: 03/05/2017**
Subject Name: Front Office Administration & Management
Time: 02.30PM to 05.00PM   **Total Marks: 70**
Instructions:
1. **Attempt any five questions.**
2. **Make suitable assumptions wherever necessary.**
3. **Figures to the right indicate full marks.**

Q.1	**(a)**	Why do we need daily night audit in hotel.? Explain in detail.	**07**
	(b)	Define quality, especially in context with hotel industry .	**07**
Q.2	**(a)**	Classify fire. Explain the principle involved in extinguishing fire.	**07**
	(b)	Why does a hotel have different types of rates? Explain any 5 tariffs.	**07**
Q.3	**(a)**	Explain total quality management.	**07**
	(b)	Write an essay on PMS interface.	**07**
Q.4	**(a)**	What is occupancy percentage? How can you calculate the occupancy percentage? Illustrate with an example	**07**
	(b)	Differentiate between tour group rate & group rate.	**07**
Q.5	**(a)**	You are working in the night shift, when 3 drunken men stumble into the hotel & ask for 2 rooms to stay. The doorman does his best to not allow them to enter the lobby. But they create a lot of noise & disturbance & reach the lobby. You have only 2 rooms available & the duty manger is busy with a VIP guest.	**07**

a) What would you do ?
b) Would you give them the room ?
c) Would the resident guest feel threatened by these drunken guest?
d) Would you call the police

	(b)	What do you understand by accident ? what causes accident? Explain.	**07**
Q.6	**(a)**	What are the possible causes of complaints by guest? How should a front office assistant handle the complaint?	**07**
	(b)	What are the duties & responsibilities of a night auditor ?	**07**
Q.7	**(a)**	How will you deal with terrorist activity or bomb threat as a front desk employee.	**07**
	(b)	Explain in brief automation in hotels.	**07**

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