Seat No.:	Enrolment No
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GUJARAT TECHNOLOGICAL UNIVERSITY

B. HMCT - SEMESTER - IV • EXAMINATION - SUMMER • 2014

Subject Code: 143304 Date: 03-06-2014

Subject Name: Front Office Operation

Time: 10:30 am - 01:00 pm **Total Marks: 70**

Instructions:

(b)

1. Attempt all questions.

- Make suitable assumptions wherever necessary.
- 3. Figures to the right indicate full marks.
- 0.1 (a) Define Hotel? What are the different departments of Hotel? 7 7 **(b)** What are the different sections of Front Office Department? What are the places of interest in Saurashtra region of Gujarat? 7 0.2 (a) Write down reservation and cancellation process in a Hotel? 7 **(b)** What are the different types of passport and Visa? 7 **(b)** 7 Write about mail and messages handling? Write about MAP an AP plan. **Q.3** 7 (a) Write about Scanty baggage and Guest History Card. 7 **(b)** OR How hotel room rates are charged? what are the different category of mail? 7 (a) How registration of a Guest is maintained in a Hotel? 7 **(b)** 7 What is guest folio? What are the different types of guest folio? 0.4 (a) What are the different types of vouchers? 7 **(b)** Differentiate in between floor limit and house limit? 7 (a) Explain guest account cycle in detail? 7 **(b)** What are the different modes of settling guest bill? 7 **Q.5** (a) Write down left luggage procedure of a Hotel. Explain House count. 7 **(b)** OR Write about foreign currency handling in a hotel. How to calculate occupancy (a) 7 percentage of a hotel?

How credit card is used while settling guest bill?

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