Seat No.:	Enrolment No.
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GUJARAT TECHNOLOGICAL UNIVERSITY BHMCT- SEMESTER- IV • EXAMINATION – SUMMER 2015

S	Subject Code:143304		Date:05/06/2015	
S	ubje	ct Name: Front Office Operation		
	Time: 10.30am-01.00pm		Total Marks: 70	
Iı	struct			
		 Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks. 		
Q.1	(a)	Write the duties of Bell Boy.	07	
	(b)	Name 10 types of Rooms and narrate them.	07	
Q.2	(a)	Draw the layout of Front office.	07	
	(b)	Differentiate Bell Boy & Concierge.	07	
		OR		
	(b)	Write the Job description for Duty Manager.	07	
Q.3	(a)	Define and Explain what is Rack Rate, Tariff and Crib rate?	07	
	(b)	What is a Meal Plan? Explain all types of Meal Plans.	07	
		OR		
Q.3	(a)	Explain and differentiate CRS and GDS	07	
	(b)	Draw the Front office Hierarchy of a medium size hotel.	07	
Q.4	(a)	What is Reservation? Explain types of Reservation.	07	
	(b)	What is Scanty Baggage and Left Luggage?	07	
Q.4	(a)	OR What are the types of Ledgers used in front office? Explain.	07	
V. -	(b)	What is floor Limit, house limit and High balance.	07	
Q.5	(a)	Name three Beaches, Hill Stations and Islands in India	07	
Ų.S	(b)	What is the National Bird, Animal and fruit of India?	07	
		OR		
Q.5	(a)	Explain Pre-registration and its importance.	07	
	(b)	What is Overbooking and Forecasting? Explain when they are re-	equired. 07	
