GUJARAT TECHNOLOGICAL UNIVERSITY BE / BHMCT – SEMESTER IV– EXAMINATION – SUMMER 2016

Subject Name: Front Office Operations			Date: 23/11/2016
			Fotal Marks: 70
	3.		
Q.1	(a) (b)	Write the duties of Bell Boy. Name 10 types of Rooms and narrate them.	07 07
Q.2	(a) (b)	Draw the lay out of Front office Differentiate Bell Boy & Concierge.	07 07
	(b)	OR Write the Job description for Duty Manager.	07
Q.3	(a) (b)	Define and Explain what is Rack Rate, Tariff and Crib rate. What is a Meal Plan? Explain all types of Meal Plans.	07 07
Q.3	(a) (b)	OR Explain and differentiate CRS and GDS Draw the Front office Hierarchy of a medium size hotel.	07 07
Q.4	(a) (b)	What is Reservation? Explain types of Reservation. List out 10 states with their official Animal, Bird and fruit of eac OR	07 07 07
Q.4	(a) (b)	What is Scanty Baggage and Left Luggage? Name three Beaches, Hill Stations and Islands in India	07 07
Q.5	(a) (b)	What are the types of Ledgers used in front office? Explain. What is Pre-checkout? Explain. OR	07 07
Q.5	(a) (b)	What is floor Limit, house limit and High balance What is Overbooking and Forecasting? Explain when they are require	07 07
