

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**HMCT – SEMESTER – IV • EXAMINATION – WINTER 2014**

**Subject Code: 143304****Date: 05 /12/2014****Subject Name: Front office Operation****Time: 02:30 pm to 05:00 pm****Total Marks: 70****Instructions:**

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

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|------------|---|-----------|
| <b>Q.1</b> | (a) Write an introduction to front office & draw the layout               | <b>07</b> |
|            | (b) Explain meal plans in detail & the basis of charging                  | <b>07</b> |
| <b>Q.2</b> | (a) Explain the cancellation policy                                       | <b>07</b> |
|            | (b) Explain hotels & Its types  | <b>07</b> |
|            | <b>OR</b>   |           |
|            | (b) Explain reservation & its types                                       | <b>07</b> |
| <b>Q.3</b> | (a) Explain the scanty baggage procedure                                  | <b>07</b> |
|            | (b) Difference between register & Ordinary meal                           | <b>07</b> |
|            | <b>OR</b>   |           |
| <b>Q.3</b> | (a) Places of tourist interest in Gujarat                                 | <b>07</b> |
|            | (b) Explain the departure & the left language procedure                   | <b>07</b> |
| <b>Q.4</b> | (a) Manual & Automated system of accounting                               | <b>07</b> |
|            | (b) Explain the segment of hotel rooms                                    | <b>07</b> |
|            | <b>OR</b>   |           |
| <b>Q.4</b> | (a) Explain registration & registration system                            | <b>07</b> |
|            | (b) Explain the ratio of Occupancy percentage of domestic & International | <b>07</b> |
| <b>Q.5</b> | (a) Explain types of rates  | <b>07</b> |
|            | (b) Mention duties & Responsibilities of front office staff               | <b>07</b> |
|            | <b>OR</b>   |           |
| <b>Q.5</b> | (a) Explain Floor limit , house limit and high balance report             | <b>07</b> |
|            | (b) Explain the post departure Process for domestic & international guest | <b>07</b> |

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