Seat No.: _____ Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY

Hotel Management & Catering Tech.- Second Year- Examination –May/June- 2011

Subject code: 520004

Subject Name: Front office operation -II

Date: 30/05/2011 **Time: 2:30pm to 5:00pm**

Total Marks: 70

Instructions:

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

Q.1	**(a)**	Explain group arrival procedure?	**07**
	(b)	Draw the diagram and explain of guest history card?	**05**
	(c)	Explain guest credit procedure?	**02**
Q.2	**(a)**	Explain night audit procedure?	**07**
	(b)	Explain important of computer in front office operation?	**07**
		OR	
	(b)	Briefly explain Massage and Mail Handling procedure?	**07**
Q.3	**(a)**	Explain hotel lobby?	**05**
	(b)	Briefly explain V.I.P. arrival procedure?	**05**
	(c)	Explain supervisory faction?	**04**
		OR	
Q.3	**(a)**	Explain types of key?	**06**
	(b)	Write a short note on C-From?	**06**
	(c)	Definition- Guest A/C?	**02**
Q.4	**(a)**	Explain guest folio?	**05**
	(b)	Write a short not on pre- reservation procedure?	**05**
	(c)	How to handle Guest Folio?	**04**
		OR	
Q. 4	**(a)**	Write a short not on Traditional welcome?	**06**
	(b)	Job description of Night Auditor?	**06**
	(c)	Important of P.M.S?	**02**
Q.5	**(a)**	Briefly explain different types of transaction	**06**
	(b)	How to handling gust complain in deferent condition?	**05**
	(c)	Write a short not on non-guest A/C	**03**
		OR	
Q.5	**(a)**	Explain types of folio?	**05**
	(b)	Allowances voucher?(Write a short not)	**03**
	(c)	Charge purchase? (Write a short not)	**06**

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