

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

Diploma Hotel Management & Catering Technology First year examination May 2010

Subject code: 510004

Subject Name: Front office Operation-I

Date: 22 / 05 / 2010

Time: 11.00 am – 01.30 pm

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 the different types of reservation in hotel? | 06 |
| (b) | Describe the job description of front office manager in a hotel. | 06 |
| (c) | Short notes on Bell Desk. | 02 |

Q.2

- | | | |
|-----|--|----|
| (a) | Explain the good qualities required for Front-office staff? | 07 |
| (b) | What are the good qualities for telephone operator in a hotel? | 07 |

OR

- | | | |
|-----|--|----|
| (b) | Different types of meal plan of a four star hotel. | 07 |
|-----|--|----|

Q.3

- | | | |
|-----|---|----|
| (a) | Draw organizations hierarchy of front office department of 5 star Hotels. | 06 |
| (b) | Explain different types of rooms of five star hotels. | 02 |
| (c) | What are the good qualities of Front office supervisor | 06 |

OR

Q.3

- | | | |
|-----|---|----|
| (a) | Draw the Flow Chart Showing Incoming Mail Handling Procedure. | 06 |
| (b) | How do you confirm guest reservation in a five star hotel? | 06 |
| (c) | What is motel? | 02 |

Q.4

- | | | |
|-----|---|----|
| (a) | Explain the roles & responsibilities of front office staff. | 06 |
| (b) | Describe briefly Message Handling Procedures in Hotel. | 06 |
| (c) | What is hotel? | 02 |

OR

Q. 4

- | | | |
|-----|---|----|
| (a) | Draw & explain guest registration card. | 05 |
| (b) | Explain telephone usages & Etiquettes. | 05 |
| (c) | Describe the double room. | 04 |

Q.5

Write short notes of the following:

- | | | |
|-----|----------------------|----|
| (a) | Rack rate | 04 |
| (b) | Registration | 04 |
| (c) | Check-in & Check-out | 06 |

OR

Q.5

Write short notes of the following:

- | | | |
|-----|-------------------------|----|
| (a) | Group reservation | 04 |
| (b) | Reservation | 05 |
| (c) | Guest registration card | 05 |
