

GUJARAT TECHNOLOGICAL UNIVERSITY**Diploma Hotel Management & Catering Technology Second year examination May 2010****Subject code: 520004****Subject Name: Front Office Operation-II****Date: 22 / 05 / 2010****Time: 3.00 pm – 05.30 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) | Write down the job descriptions of a lobby manager. | 06 |
| (b) | How to maintain duty roster of front office staff. | 06 |
| (c) | Explain the different types of transaction. | 02 |

Q.2

- | | | |
|-----|---|-----------|
| (a) | Briefly define Handling of group arrival. | 07 |
| (b) | Explain the Importance role of computer in hotel. | 07 |

OR

- | | | |
|-----|---|-----------|
| (b) | Briefly define Handling of group arrival. | 07 |
|-----|---|-----------|

Q.3

- | | | |
|-----|---|-----------|
| (a) | Explain the handling of guest complains. | 05 |
| (b) | How do you co-ordinate with the other Department. | 05 |
| (c) | Enumerate different categories of keys use in hotel industry. | 04 |

OR**Q.3**

- | | | |
|-----|---|-----------|
| (a) | Explain the Function of night auditor. | 06 |
| (b) | Briefly describe the Mail handling process. | 06 |
| (c) | How to handle the company guest? | 02 |

Q.4

Write short notes of the following:

- | | | |
|-----|---------------------|-----------|
| (a) | Traditional welcome | 05 |
| (b) | Allowance vouchers | 05 |
| (c) | Non guest Account | 04 |

OR**Q. 4**

Write short notes of the following:

- | | | |
|-----|------------------|-----------|
| (a) | Pre-registration | 05 |
| (b) | 'E' form | 05 |
| (c) | paging | 04 |

Q.5

- | | | |
|-----|-----------------------------|-----------|
| (a) | Draw the Layout of lobby. | 05 |
| (b) | Draw the Guest History Card | 05 |
| (c) | Computer use in hotels | 04 |

OR**Q.5**

Write short notes

- | | | |
|-----|------------------------|-----------|
| (a) | Key card & Controlling | 05 |
| (b) | Group arrival | 05 |
| (c) | Company arrival | 04 |
