

**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. | <b>06</b> |
| (b) | How to maintain duty roster of front office staff.  | <b>06</b> |
| (c) | Explain the different types of transaction.         | <b>02</b> |

**Q.2**

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

**OR**

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

**Q.3**

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

**OR****Q.3**

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

**Q.4**

Write short notes of the following:

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

**OR****Q. 4**

Write short notes of the following:

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

**Q.5**

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

**OR****Q.5**

Write short notes

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

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