Seat No.: _____ *Enrolment No._____*

GUJARAT TECHNOLOGICAL UNIVERSITY

Diploma Hotel Management & Catering Technology First Year Remedial Examination September 2009

Subject code: 510004 **Subject Name: Front Office Operation-I**

Date: 19/09/2009 **Time: 02:30pm-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)	Enumerate good qualities of Front-office assistant?	**07**
	(b)	Briefly describe the job description of telephone operator in a five star hotel	**05**
	(c)	Define the term 'Interconnecting Room'.	**02**
Q.2			
	(a)	Describe different sections of Front-office department in a hotel?	**07**
	(b)	Why Front-Office department is called "Brain of a hotel"?	**07**
		OR	
	(b)	Draw a layout of Front-office department of a five star hotel?	**07**
Q.3			
	(a)	Describe functions of concierge in a five star hotel?	**05**
	(b)	Explain duties & responsibilities of cashier in a hotel?	**05**
	(c)	What do you mean by the term 'Concierge'?	**04**
		OR	
Q.3		Write short notes of the following:	
	(a)	Door Attendant	**05**
	(b)	Room Tariff	**04**
	(c)	Bermuda Plan	**05**
Q.4		Differentiate the following terms:	
	(a)	European Plan (EP) & American Plan (AP)	**05**
	(b)	Guest Arrival & Guest Departure	**05**
	(c)	Crib Rate & Package Rate	**04**
		OR	
Q. 4		Briefly describe the following:	
	(a)	Transient Hotel	**04**
	(b)	Casino Hotel	**05**
	(c)	Motel	**05**
Q.5		Explain the following with layout:	
	(a)	"Reception" of a four star hotel	**04**
	(b)	"Reservation" in a five star hotel	**05**
	(c)	"Front-office" of a small hotel	**05**
		OR	
Q.5			
	(a)	Abbreviate the following terms:B & B, MAP,GRE, GRC & CRS	**05**
	(b)	Enumerate different sources of reservations of a hotel.	**07**
	(c)	What do you mean 'Floatel'?	**02**

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