

Printing Page(s) : 1

Paper Code :DMS-234

Roll No. 

--	--	--	--	--	--	--	--	--	--

**MBA-14 (Hotel & Tourism)**  
**2<sup>nd</sup> Year Examination, Calendar Batch 2016**  
**Advance Front Office**

Time : 3 Hours ]

[ Max. Marks : 100

*Note. Attempt any five questions. All questions carry equal marks.*

- Q.1. Draw the layout of organization chart of front office. And write the duties & responsibilities of front office according to organization chart.
- Q.2. What is the function of Night Audit & role of the NIGHT AUDITOR? What is another name of the Night Audit? Why Night Audit compulsory in the hotel, explain in details?
- Q.3. Discuss the co-ordination between F.O. & other departments with example.
- Q.4. What are various type of the communication in front office explain in details?
- Q.5. Discuss the producing reservation reports. What are difference between GIT, FIT, DFIT in front office?
- Q.6 Define the following:-
- a) Guest A/c
  - b) Non guest A/c
  - c) Folio
  - d) Voucher
  - e) Point of sale
  - f) Guest ledger
- Q.7. Define the term Bell desk, what is the procedure of handling?
- Q.8. Discuss the different types of rooms & types of facilities given in that rooms.