

## **SECTION-D**

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

Q.23 Explain pre-arrival activities/ procedure for groups.

Q.24 Describe the functions of concierge in hotels.

Q.25 Write a detailed note on front office accounting cycle.

No. of Printed Pages : 4

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**3rd Sem / Branch : Hotel Management & Catering Technology**

**Subject : Front Office Operation-III**

Time : 3 Hrs.

M.M. : 60

## **SECTION-A**

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

Q.1 Creation of Guest folio come under which of the following stage.

- a) Arrival
- b) Pre-Arrival
- c) Departure
- d) Stay

Q.2 Rate offered to attract high volume of business from special market segment.

- a) Half day rate
- b) Volume guarantee rate
- c) Crib rate
- d) Travel agent rate

Q.3 A list maintained by hotel of those guest who are not Welcomed in the hotel.

- a) Bucket list
- b) Black list
- c) Welcome list
- d) All of the above

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Q.4 A day in which the hotel will not accept any negotiated rate.

- a) Free date
- b) Black out date
- c) Sold out date
- d) None of the above

Q.5 A guest who does not arrive to take reservation is called as .

- a) No show
- b) Skipper
- c) Guaranteed reservation
- d) Walk in guest

Q.6 A hotel room with all guest rooms occupied is called.

- a) Green house
- b) Full house
- c) Houseful
- d) None of these

### **SECTION-B**

**Note:** Objective/ Completion type questions. All questions are compulsory.  $(6 \times 1 = 6)$

Q.7 Write formula for Occupancy %?

Q.8 What is ARR?

Q.9 What is Continental Plan?

Q.10 Define Scanty Baggage?

Q.11 Explain the term CVGR?

Q.12 What is Day Rate?

### **SECTION-C**

**Note:** Short answer type questions. Attempt any eight questions out of ten questions.  $(8 \times 4 = 32)$

Q.13 What are the duties of night auditor?

Q.14 Draw a neat format of key control sheet?

Q.15 Explain the importance of front office accounting system.

Q.16 Explain different types of account maintained at front desk.

Q.17 What is difference between Key card and Card key?

Q.18 Enlist the skills required for handling guest complaints.

Q.19 What are the various reports made by night auditor? Elaborate.

Q.20 What is Guest Paging? Explain the procedure followed in this method?

Q.21 What are the duties of airport representative?

Q.22 What do you mean by public addresses system?