

## **SECTION-D**

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

- Q.23 Write 10 sentences in French about yourself.
- Q.24 Write a detailed note on the front office equipments used in hotel.
- Q.25 Explain in detail the concept of express checkout with a neat format.

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223925

**2nd Sem. / Hotel Management & Catering Technology**

**Subject : Front Office Operations - II**

Time : 3 Hrs.

M.M. : 60

## **SECTION-A**

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

- Q.1 (EP) European plan includes
- a) Room + Continental Breakfast
  - b) Room only
  - c) Room + Breakfast + Lunch or Dinner
  - d) Room + Breakfast + Lunch + Dinner
- Q.2 A published/printed room rate of a hotel is called as \_\_\_\_\_.
- a) Rack Rate
  - b) Residential Hotel
  - c) Group Rate
  - d) Family Rate
- Q.3 Find the odd one out
- a) Guest Room key
  - b) Master key
  - c) Emergency key
  - d) Plastic key

**Q.4 CRS stands for**

- a) Central Reservation System
  - b) Central Room System
  - c) Central Registration System
  - d) None of the above

Q.5 Rooms department section earns around \_\_\_\_\_ % of the Total Hotel Revenue.

- a) 30%
  - b) 50%
  - c) 60%
  - d) 80%

**Q.6 HRACC stands for**

- a) Hotels and Restaurants Approval & Classification committee
  - b) Hotels and Restaurants Active & Commercial committee
  - c) Hotels and Restaurants Associate & Combined committee
  - d) None of the above

## **SECTION-B**

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

**Q.7** Write down full form of FIT.

#### Q.8 What is Guest History Card?

**Q.9 Define situation called Late Check Out.**

Q.10 Explain Zero out.

**Q.11** What is Key rack?

**Q.12 Define Reservation.**

## **SECTION-C**

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

**Q.13** Write names of the day of the week in French.

**Q.14** What are the factors that influence the rate/price for guest rooms in hotel?

**Q.15** Write the information which is written in a guest registration card.

**Q.16** List down the step-by-step procedure for F.I.T.

**Q.17 Explain the various methods of receiving guest.**

**Q.18** Write a short note on Key handling techniques.

**Q.19** Write a short note on Upselling techniques followed.

**Q.20** What are the various functions of Front Office Accounting?

**Q.21 Differentiate between Information rack and key rack.**

**Q.22 What is the importance of Reservation?**