

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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Roll No.

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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 _____
- Central Reservation System
 - Central Room System
 - Central Registration System
 - None of the above
- Q.5 Rooms department section earns around _____ % of the Total Hotel Revenue.
- 30%
 - 50%
 - 60%
 - 80%
- Q.6 HRACC stands for _____
- Hotels and Restaurants Approval & Classification committee
 - Hotels and Restaurants Active & Commercial committee
 - Hotels and Restaurants Associate & Combined committee
 - 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.

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- 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?

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