

- Q.18 Distinguish between electronic keys and metallic keys?
- Q.19 Define room tariff. What information can be gathered from a room tariff card?
- Q.20 Write four advantages of fully automatic reservation system.
- Q.21 Mention points of difference between tentative and guaranteed reservation.
- Q.22 Translate summer, winter, autumn and spring in french.

SECTION-D

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

- Q.23 A hotel has a front desk, travel desk, bell desk, guest elevators, waiting lounge and lobby manager's desk at the lobby level . Depict all these in a labelled layout of the lobby.
- Q.24 Classify complaints. Draw a flow Chart showing step by step handling of a guest's complaint.
- Q.25 Develop a flow chart showing the room reservation process to be followed for an FIT.

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2nd Year / 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 A type of CRS that connects independent properties for reservation benefits and is subscription based:
- Overflow facilities system
 - Non-affiliated system
 - Affiliated system
 - Cluster system
- Q.2 En pension is the translation of which meal plan:
- European Plan
 - Continental Plan
 - Modified American Plan
 - American Plan

(20)

(4)

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(1)

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Q.3 The ___ meal plan is also called as half board:

- a) European Plain
- b) Continental Plan
- c) Modified American Plan
- d) American Plan

Q.4 Which of the following is the published room tariff of a hotel:

- a) Crew rate b) Crib rate
- c) Volume rate d) Rack rate

Q.5 Which of the following is the correct translation of 20 in French:

- a) Vingt b) Dix
- c) Quatorze d) Quinze

Q.6 Vendredi is the French translation of:

- a) Sunday b) Saturday
- c) Friday d) Thursday

SECTION-B

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

Q.7 ___ plan consists of room tariff only.

Q.8 ___ rate is charged for children above five years and below 12 years of age and accompanying their parents.

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Q.9 February is translated in French as _____.

Q.10 Telephonic reservation comes under _____ mode of reservation.

Q.11 _____ is a computer-based reservation system which enables guests to make reservation in any of the participating chain properties at any destination in a single call.

Q.12 _____ form is a document that contains information required to be maintained by the innkeepers for all visitors arriving in the hotel.

SECTION-C

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

Q.13 Why is room reservation important for guest and for hotel write two points for each

Q.14 Enlist any two manual and two automatic equipment used in front office and also write their functions in brief.

Q.15 Explain any four channels and sources of reservation.

Q.16 Elaborate 12 hour and 24 hours basis of charging tariff.

Q.17 What is pre-registration and why is it required ?

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