

- 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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Roll No.

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

- Q.3 The ___ meal plan is also called as half board:
- European Plain
 - Continental Plan
 - Modified American Plan
 - American Plan
- Q.4 Which of the following is the published room tariff of a hotel:
- Crew rate
 - Crib rate
 - Volume rate
 - Rack rate
- Q.5 Which of the following is the correct translation of 20 in French:
- Vingt
 - Dix
 - Quatorze
 - Quinze
- Q.6 Vendredi is the French translation of:
- Sunday
 - Saturday
 - Friday
 - 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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