

## **SECTION-D**

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

- Q.23 Why room rates are different for various category of rooms? Discuss the basis on which room rates are charged.
- Q.24 List down the equipment's and their uses in front office department.
- Q.25 Elaborate the complete procedure of check-in followed in five-star hotels.

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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 Creation of Guest Folio comes under which of the following stage

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

Q.2 When a hotel does not charge a guest for the room rate from a guest it is called

- a) Crib Rate
- b) Complimentary Rate
- c) Travel Agent Rate
- d) Purchase Rate

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Q.3 Registration Card Is used in which stage of guest cycle.

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

Q.4 Which of this is NOT a classification of hotel on the basis of Ownership

- a) Chain Hotel                  b) Independent Hotel
- c) Residential Hotel                  d) Franchise

Q.5 SB Stands for \_\_\_\_\_

- a) Scanty Baggage                  b) Scan Bag
- c) Security Bag                  d) None of the above

Q.6 What is the main product a hotel property sells

- a) Towels                  b) Amenities
- c) Guestroom                  d) Flower

## SECTION-B

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

Q.7 Weekend rate means \_\_\_\_\_

Q.8 No show is a term used for \_\_\_\_\_

Q.9 GIT means \_\_\_\_\_

Q.10 Debit is defined as \_\_\_\_\_

Q.11 Who is a crew member?

Q.12 French term for “Sunday” is \_\_\_\_\_

## SECTION-C

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

Q.13 Discuss various types of discounted rates applicable in hotels.

Q.14 What are the various modes of reservation?

Q.15 Differentiate between rack rate and corporate rate.

Q.16 What are the different types of reservation?

Q.17 Discuss the internal and external users of accounting.

Q.18 Write a note on accounting standards followed in India.

Q.19 Discuss types of key and key control.

Q.20 Give the role of front office in mail and message handling.

Q.21 Write the name of days in French.

Q.22 Discuss automated equipment's used at front desk.