Q.1. What is the importance of Front Office department? Briefly explain the sub-sections of Front Office with their functions. (4+6=10)

OR

Explain the evolution and growth of hospitality industry. (10)

Q.2. Write the job description of a “Front Office Manager”. (10)

OR

Draw an organisation chart of a front office department of a large hotel of 350 rooms. (10)

Q.3. Explain the Message Handling Procedure in a hotel. (10)

OR

What do you mean by “Tariff”? What are the factors affecting the room tariff? (2+8=10)

Q.4. Draw the “Guest Cycle” and explain its different phases with importance. (5+5=10)

OR

What is reservation and what is its importance to the hotel and to the guest? List the “sources” and “modes” of reservation. (6+4=10)

Q.5. What are different type of rooms in a hotel? Explain at least ten. (10)
Q.6. Differentiate between (any five):
   (a) Time Share and Condominium
   (b) American Plan and Continental Plan
   (c) Chain Hotel and Independent Hotel
   (d) Confirmed Reservation and Tentative Reservation
   (e) Cancellation and Amendments
   (f) Cut-off Date and Cut-off Time
   (g) Over stay and stay over

Q.7. Draw the format (any two):
   (a) Form “C”
   (b) GRC
   (c) Reservation Form

Q.8. Write short notes (any two):
   (a) Interdepartmental co-ordination
   (b) Food Plans
   (c) Concierge
   (d) Type of Reservation

Q.9. Explain the following terms:
   (a) No Show
   (b) Heritage Hotel
   (c) Cabana
   (d) GRE
   (e) Paging
   (f) Overbooking
   (g) Motel
   (h) Location Form
   (i) American Plan
   (j) Casino Hotel

Q.10. Expand the acronyms:
      (a) G.I.T.
      (b) R.N.A.
      (c) D.N.A.
      (d) S.B.
      (e) E.C.O.
      (f) SPATT
      (g) S.O.P.
      (h) C.V.G.R.
      (i) O.O.O.
      (j) B.T.C.

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