Q.1. What is meant by “tourist”? Explain different components of tourism industry.  
(3+7=10)

Q.2. Draw a neat layout of a hotel lobby. Explain its key features.  
OR  
Draw the layout of back office area. List ten different office equipment used in front office.  
(5+5=10)

Q.3. Explain the process of F.I.T. checkout with necessary format.  
OR  
Explain in brief the following:  
(a) Express Checkout  
(b) Foreign Currency Exchange  
(5+5=10)

Q.4. Write short notes (any two):  
(a) Property Management system  
(b) Up selling techniques  
(c) Key control system  
(2x5=10)

Q.5. What are the different ways of settlement of guest bills in a hotel? Explain any one.  
(10)

Q.6. Give the formula for:  
(a) ARR  
(b) %age of occupancy  
(c) %age of walk-in  
(d) Rev Par  
(e) %age of No-shows  
(5x2=10)
Q.7. Explain any two modules of Property Management System used in Front Office Operations.

OR

Write in brief about the Key Control System and procedure. (10)

Q.8. Explain how to handle the following situation (any two):
(a) Bomb threat in hotel  (b) Murder in the room
(c) Earthquake  (d) Fire in the building
(e) Theft by hotel guest

(2x5=10)

Q.9. Write one sentence answer (any ten):
(a) Concierge (b) Paging (c) Foyer (d) City ledger
(e) Murphy bed (f) C-form (g) MICE (h) Lanai
(i) CVGR (j) Cabana (k) F.F.I.T. (l) Express Check-out

(10x1=10)

Q.10. Fill in the blanks:
(a) ________ is the key that opens all doors in all guest floor including double locked door.
(b) Internationally accepted cheque that can be exchanged for goods and services are called ________.
(c) ________ is the form filled up during registration for foreign national.
(d) ________ is the method of time saving technique used during check out.
(e) The highest printed room rate is called ________.
(f) ________ is an example of property management system used in hotel.
(g) Guest Feed-back form is generally filled during ________.
(h) ________ is the first phase of guest cycle.
(i) The term used for making changes in the existing guest booking is called ________.
(j) ________ is the term referred to use for selling higher category rooms to guest in beginning.

(10x1=10)