Q.1. Answer the following (any four):
   (a) Explain the importance of interdepartmental communication.
   (b) List the job description of Lobby Manager.
   (c) What are the personality traits of Front Office personnel.
   (d) Explain the check-in process for Scanty Baggage guest.
   (e) Explain the check-out procedure for a guest through travel agent voucher.

Q.2. (a) Explain the term Hospitality.
   (b) Write functions of Bell Desk.
   (c) Draw a neat and clean layout of Lobby.
   (d) Explain types of Reservation.
   (e) Explain message handling.

Q.3. Explain in 1-2 lines:
   (a) Duplex     (b) Transient hotel    (c) Sleep out
   (d) Account Aging (e) Franchise       (f) Condominium
   (g) Sleeper    (h) Tipsy guest       (i) Lay-over
   (j) Overbooking (k) Amenities voucher (l) MAP
   (m) ARR        (n) Rev Par

Q.4. Match the following:
   (a) AP     (i) Waterfall view
   (b) Lanai (ii) Information
   (c) Mc Donalds (iii) Locating guest
   (d) Smile (iv) Pound
   (e) Concierge (v) Personality
   (f) Paging (vi) Franchise
   (g) England (vii) Full Board

(Marks allotted to each question are given in brackets)
Q.5. Fill in the blanks:
(a) Full form of GRC is __________.
(b) Filling __________ is mandatory in case of the check-in of foreign guest.
(c) A room with a kitchen is called __________.
(d) Living room is also known as __________.
(e) An hour at which all the non-guaranteed rooms are released for general sale is known as ________.
(f) A charge applicable for serving the non-alcoholic beverage brought by the guest inside hotel is known as __________.
(g) Front Office department is headed by _________.

(7x1=7)

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