Q.1. Explain the following in one or two lines (any five):
(a) Visa
(b) C Form
(c) Location form
(d) Card key
(e) Check-out
(f) Travel agent voucher
(g) Tourism
(h) Heritage hotel
(i) Room tariff card
(j) Property Management System

(5x2=10)

Q.2. Write short notes on the following (any two):
(a) Paging
(b) Pre-registration
(c) Functions of reservation section
(d) Classification of hotels on the basis of location

(2x5=10)

Q.3. Explain in detail the essential qualities of a front office personnel.
OR
Differentiate between Passport and Visa.

(10)

Q.4. What is the lobby of a hotel? What offices are located in the lobby of a hotel?
OR
Write an essay on front office accounting cycle.

(10)

Q.5. What is the meaning of reservation? What are the various modes of making a reservation?

(10)

Q.6. Explain the duties and responsibilities of a lobby manager.

(10)
Q.7. To what extent receiving, greeting and welcoming the guest is important in hotels? (10)

Q.8. Explain the procedure by which a hotel ensures the delivery of guest message. (10)

Q.9. Why do you think that front office should co-ordinate with other departments of a hotel? (10)

Q.10. State True or False:
   (a) The concierge is a member of the uniformed services.
   (b) The flora of a country is a natural resource.
   (c) Fauna refers to the plant life of a country.
   (d) Housekeeping is part of the accommodation division.
   (e) A well groomed person conveys reliability.
   (f) The Guest Relations Executive sits in the back office of the front office.
   (g) One of the competencies of a telephone operator is to keep confidentiality.
   (h) The first step in accepting a credit card by a cashier is to check if it is blacklisted.
   (i) Message is the subject matter of communication.
   (j) Amadeus is an example of Global Distribution System. (10x1=10)

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