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

OR

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

Q.2. What is the difference between “Job Description” and “Job Specification”? Write the job description of a Front Office Manager. (2+8=10)

OR

Define hierarchy. Draw an organization chart of a front office department of a large hotel. (2+8=10)

Q.3. Draw the “Guest Cycle”. 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.4. Explain the Mail Handling Procedure in a hotel. (10)

OR

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

Q.5. Draw the format (any two):
   (a) Reservation Form (b) Message Slip (c) Guest Registration Card (2x5=10)
Q.6. What are different types of rooms in a hotel? Explain at least ten. (10)

Q.7. Write short notes (any two):
   (a) Inter-departmental co-ordination
   (b) Types of reservation
   (c) Concierge
   (d) Food plans (2x5=10)

Q.8. Differentiate between (any five):
   (a) Confirmed reservation and tentative reservation
   (b) Chain hotel and independent hotel
   (c) Over stay and Stay over
   (d) Cutoff date and cutoff time
   (e) American plan and continental plan
   (f) Cancellation and amendments
   (g) Time share and condominium (5x2=10)

Q.9. Explain the following terms:
   (a) Motel   (b) Boutique hotel   (c) Pent house
   (d) GRE    (e) Paging           (f) Overbook ing
   (g) No show   (h) Heritage hotel   (i) Location form
   (j) Modified American plan (10x1=10)

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