Q.1. Define tourism. Discuss in detail the various reasons why people undertake travel.

OR

Define hotel. Discuss the various facilities offered in a five-star hotel for its guests.

Q.2. Write short notes on any four of the following (minimum 100 words each):
(a) Motels (b) Franchise hotels
(c) Transit hotels (d) Star hotels
(e) Heritage hotels (f) Time share hotels
(g) Standalone (h) Casino hotels

Q.3. Draw the organization chart of front office department of a five star hotel.

Q.4. List different types of hotel rooms available in star hotels and briefly describe them.

Q.5. A Write French word for the following (any five):
(a) Monday (b) Winter (c) December
(d) Day (e) Hello (f) June
(g) 11.30 AM (h) One

B Explain the procedure for handling guest messages in a five-star hotel.
Q.6. Explain in detail the functions of bell desk. (10)

Q.7. Draw a neat layout of a five-star hotel lobby including the ‘back office areas’. Label the layout clearly. OR
List the equipment used in non-automated, semi-automated and fully automated front office system. Give the use of two equipment in each system. (10)

Q.8. Explain in detail ten personality traits required for front office personnel. OR
Explain the various sections of front office in detail. (10)

Q.9. Match the following:
(a) Skipper (i) Small hotel – Switzerland
(b) Reception (ii) Electronic keys
(c) DNCO (iii) Commissionaire
(d) HRACC (iv) Cashier
(e) Doorman (v) Guest registration card
(f) Referral (vi) Star ratings
(g) VPO (vii) Scanty baggage
(h) Left luggage (viii) Bell desk
(i) Card key (ix) OYO rooms
(j) Chalet (x) Did not check out 
(10x1=10)

Q.10. State True or False:
(a) Lanai is not a lettable room.
(b) Cash float is the money that is paid by hotel on behalf of the guest.
(c) Hotels with recreational facilities are resorts.
(d) Guests from travel agency are FITs.
(e) Room tariff always include meals.
(f) F&B is a sector of hospitality industry.
(g) Suite rooms are not spacious.
(h) Wake up calls are given to the guests in a five star hotel.
(i) Bell boy is a part of uniform service staff.
(j) Supplementary accommodation includes hostels. 
(10x1=10)

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