Q.1. List various sources of reservation for a hotel and explain each.  

OR 

Explain various stages of guest cycle. 

(10)

Q.2. Explain the interdepartmental relation of front office with housekeeping and F&B Service. 

(10)

Q.3. Define tariff. Explain the different types of tariffs in a hotel. 

(2+8=10) 

OR 

List the various activities in pre-registration of guest. Draw the format of G.R.C. 

(6+4=10)

Q.4. Explain different types of food plan and justify their suitability to different hotels. 

(10)

Q.5. Draw the flowcharts involving various steps of registration process for F.I.Ts and groups. 

(5+5=10)

Q.6. Write short notes on any four: 

(a) Key handling 
(b) Overbooking 
(c) Hubbart formula 
(d) Guest history 
(e) Cancellations 

(4x2 ½ =10)

CODE: FO/03/APR-MAY/17/NC
Q.7. Define upselling. Discuss the detail of room selling techniques used in front office. 

\(2+8=10\)

Q.8. Explain the various types of complaints in detail by giving suitable examples.

\(10\)

Q.9. Draw the formats for the following (any two):

(a) C-form
(b) Guest history card
(c) Density chart
(d) Advance letting chart

\(2\times5=10\)

Q.10. Match the following:

(a) Upgrading
(b) Amendments
(c) Guest folio
(d) Demi-pension
(e) Stay
(f) Whitney slip
(g) Stay over
(h) GDS
(i) F-form
(j) Skipper

(i) Loose leaf
(ii) Paging
(iii) Not checking out
(iv) Galileo
(v) Manual system
(vi) Walk out
(vii) Better accommodation
(viii) Half board
(ix) Changes
(x) Bill

\(10\times1=10\)

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