

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

**GUJARAT TECHNOLOGICAL UNIVERSITY****Diploma Hotel Management & Catering Technology yearly examination June 2009****Subject code: 510004****Subject Name: Front Office Operation-I****Date: 25-06-2009****Time: 11:30am-2:00pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

<b>Q.1</b>			
	(a)	What are good qualities required for Front-office staff?	<b>07</b>
	(b)	Briefly describe the job description of bell-boy in a hotel	<b>05</b>
	(c)	Define the term 'Check-in'	<b>02</b>
<b>Q.2</b>			
	(a)	Enumerate Do's & Don't in Telephone Manners	<b>07</b>
	(b)	What are the good qualities for telephone operator in a hotel?	<b>07</b>
		<b>OR</b>	
	(b)	How do you distribute telephonic message to the guest?	<b>07</b>
<b>Q.3</b>			
	(a)	How do you confirm guest reservation in a five star hotel?	<b>05</b>
	(b)	What are the different types of reservation in hotel?	<b>05</b>
	(c)	What do you mean by the term 'Paging'?	<b>04</b>
		<b>OR</b>	
<b>Q.3</b>		Write short notes of the following:	
	(a)	Bell Desk	<b>04</b>
	(b)	Occupancy chart	<b>05</b>
	(c)	Guest registration card	<b>05</b>
<b>Q.4</b>		Differentiate the following terms:	
	(a)	Rack rate & Room Rate	<b>05</b>
	(b)	Check-in & Check-out	<b>04</b>
	(c)	Reservation & Registration	<b>05</b>
		<b>OR</b>	
<b>Q.4</b>		Briefly describe the following:	
	(a)	Body Language	<b>05</b>
	(b)	Positive attitude	<b>05</b>
	(c)	Body signals	<b>04</b>
<b>Q.5</b>		Draw & Explain the following:	
	(a)	Different types of meal plan of a four star hotel	<b>03</b>
	(b)	Front-office organization in a five star hotel	<b>06</b>
	(c)	Room reservation of a five star hotel	<b>05</b>
		<b>OR</b>	
<b>Q.5</b>			
	(a)	Abbreviate the following terms: D.N.D, AP,EP & CP	<b>04</b>
	(b)	Briefly describe the job responsibilities of F.O. Assistant	<b>08</b>
	(c)	What do you mean 'Go-Plan'?	<b>02</b>

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