

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

Hotel Management & Catering Tech.- Second Year- Examination –May/June- 2011

Subject code: 520004

Subject Name: Front office operation -II

Date: 30/05/2011

Time: 2:30pm to 5:00pm

Total Marks: 70

Instructions:

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

Q.1	(a)	Explain group arrival procedure?	07
	(b)	Draw the diagram and explain of guest history card?	05
	(c)	Explain guest credit procedure?	02
Q.2	(a)	Explain night audit procedure?	07
	(b)	Explain important of computer in front office operation?	07
	OR		
	(b)	Briefly explain Massage and Mail Handling procedure?	07
Q.3	(a)	Explain hotel lobby?	05
	(b)	Briefly explain V.I.P. arrival procedure?	05
	(c)	Explain supervisory faction?	04
OR			
Q.3	(a)	Explain types of key?	06
	(b)	Write a short note on C-From?	06
	(c)	Definition- Guest A/C?	02
Q.4	(a)	Explain guest folio?	05
	(b)	Write a short not on pre- reservation procedure?	05
	(c)	How to handle Guest Folio?	04
OR			
Q. 4	(a)	Write a short not on Traditional welcome?	06
	(b)	Job description of Night Auditor?	06
	(c)	Important of P.M.S?	02
Q.5	(a)	Briefly explain different types of transaction	06
	(b)	How to handling gust complain in deferent condition?	05
	(c)	Write a short not on non-guest A/C	03
OR			
Q.5	(a)	Explain types of folio?	05
	(b)	Allowances voucher?(Write a short not)	03
	(c)	Charge purchase? (Write a short not)	06
