

GUJARAT TECHNOLOGICAL UNIVERSITY**B. HMCT – SEMESTER – IV • EXAMINATION – SUMMER • 2014****Subject Code: 143304****Date: 03-06-2014****Subject Name: Front Office Operation****Time: 10:30 am - 01:00 pm****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) Define Hotel? What are the different departments of Hotel? 7
(b) What are the different sections of Front Office Department? 7
- Q.2** (a) What are the places of interest in Saurashtra region of Gujarat? 7
(b) Write down reservation and cancellation process in a Hotel? 7
- OR**
- (b) What are the different types of passport and Visa? 7
7
- Q.3** (a) Write about mail and messages handling? Write about MAP an AP plan. 7
(b) Write about Scanty baggage and Guest History Card. 7
- OR**
- (a) How hotel room rates are charged? what are the different category of mail? 7
(b) How registration of a Guest is maintained in a Hotel ? 7
- Q.4** (a) What is guest folio? What are the different types of guest folio? 7
(b) What are the different types of vouchers? 7
- OR**
- (a) Differentiate in between floor limit and house limit? 7
(b) Explain guest account cycle in detail? 7
- Q.5** (a) What are the different modes of settling guest bill? 7
(b) Write down left luggage procedure of a Hotel. Explain House count. 7
- OR**
- (a) Write about foreign currency handling in a hotel. How to calculate occupancy percentage of a hotel? 7
(b) How credit card is used while settling guest bill ? 7
