

School of Hospitality

Hotel Management

ETE - Jun 2023

Time : 3 Hours

Marks : 100

Sem II - I1UB202B - Foundation Course In Front Office Operation II

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

1. Differentiate between Crib Rate and Package rate. K1 CO1 (5)
2. Explain and draw the Form F. K1 CO2 (5)
3. Draw the format of guest history card. K1 CO3 (5)
4. Explain the departure and post departure function of the guest cycle. K2 CO1 (10)
- 5) Draw the format of Left Luggage and explain the procedure for handling left luggage. K4 CO4 (10)

OR

6. Explain the procedure of allotment and surrendering the safe deposit box K4 CO5 (10)
6. Explain the various source of reservation. K3 CO2 (10)
7. Explain the five activities carried during the pre-registration in Five-star hotel. K4 CO3 (10)
- 8) Elaborate the flow of registration process in the five-star hotel. K4 CO2 (15)

OR

9. Elaborate the difference between Mechanical, attitudinal, service related and unusual complaints. K4 CO2 (15)
9. Elaborate the check in procedure of scanty baggage guest. K4 CO4 (15)
10. Elaborate the steps followed to deliver the guest and hotel mails. K4 CO5 (15)