

Enrolment Number: \_\_\_\_\_

**PARUL UNIVERSITY**  
**FACULTY OF HOTEL MANAGEMENT CATERING & TECHNOLOGY**  
**HOTEL MANAGEMENT EXAMINATION**  
**SESSION 2019- 2020**  
**INTERNAL**

**SUBJECT NAME** Front-office operations

**PROGRAM- BHMCT**

**SUBJECT CODE-21101153**

**DATE:02-03-2020**

**SEMESTER- II<sup>nd</sup>**

**TOTAL MARKS: 40**

Sr. No.		Marks
Q.1	(A) Multiple Choice Questions 1. En- pension plan is American plan. (True/False). 2. Full board Plan is also called European plan. (True/False) 3. Pre-arrival stage is the last stage of the Guest cycle. (True/False) 5. Reservation is last procedure in departure stage. (True/False)	05
	(B)Compulsory Question Define: 1. Bermuda plan 2. CRS 3. Crib Rate 4. GRC 5. Walkin-Guest	05
Q.2	Attempt all questions	10
	(1)What are the various Channels of reservations?	
	(2)What are the various factors which decide the reservation?	
	(3)Write the different types of reservation?	
	(4) Describe any five types of discount rate?	
	(5)What are the various modes of reservation?	
Q.3	Attempt any two	10
	(1)Explain the Guest cycle and all its four stages?	
	(2)Write down the attributes of front office staff?	
	(3)What is the Reservation and give its importance?	
Q.4	Attempt any one	10
	(1)What are the various meal plans?	
	(2) Write down the factors which decide room tariff?	