

Enrolment Number: _____

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

SUBJECT NAME Front-office operations

PROGRAM- DHMCT

SUBJECT CODE - 21601153

DATE:02-03-2020

SEMESTER- IInd

TOTAL MARKS: 40

Sr. No.		Marks
Q.1	(A) Multiple Choice Questions 1. Demi-pension plan is American plan. (True/False). 2. Half-board Plan is also called European plan. (True/False) 3. Pre-arrival stage is the first stage of the Guest cycle. (True/False) 5. Reservation is last procedure in departure stage. (True/False)	05
	(B) Compulsory Question Define: 1. Bed & Breakfast plan 2. GDS 3. Seasonal Rate 4. Non Guaranteed Reservation 5. Walkin-Guest	05
Q.2	Attempt all questions	10
	(1) What are the various Modes of reservations?	
	(2) What are factors which decide the market based tariff structure?	
	(3) Write the different sources of reservation?	
	(4) Describe the different types of rates? Explain any three types of rates in detail?	
	(5) Differentiate between Guaranteed reservation and Non-guaranteed Reservation?	
Q.3	Attempt any two	10
	(1) Draw the Chart of the Guest cycle and explain all its four stages?	
	(2) Write down the importance of reservation?	
	(3) What is the Reservation and its types?	
Q.4	Attempt any one	10
	(1) Explain the luggage handling procedure?	
	(2) Write down the factors which decide room tariff?	