Q.1. What is Tariff? Explain the various basis of charging the guest in hotel with suitable example.

OR

What is Rack Rate? Explain different factors which affect the room tariff.

(2+8=10)

Q.2. Draw a neat diagram of guest cycle. Explain each stage with activities involved.

(2+8=10)

Q.3. List the importance of reservation process in front office operations. Briefly describe the various sources of reservation.

OR

What are the different types of reservations? Explain the process of cancellation of reservation and draw necessary form.

(5+5=10)

Q.4. Define the following terms (any ten):

(a) Corporate rate  (b) Walking the guest
(c) Incidental charges  (d) No-shows
(e) Stay over  (f) Skipper
(g) Floor limit  (h) Due back
(i) Cut off date  (j) Key card
(k) Walk in guest  (l) Lock out
(m) Rooming the guest

(10x1=10)

Q.5. What is guest complaint? What steps are to be followed in order to resolve the complaint?

OR

Define guest history. How does it help in generating repeat business? Draw the format of guest history card.

(2+5+3=10)
Q.6. What is guest registration? Describe various methods of registration used in hotel with necessary format.  

(2+8=10)

Q.7. Write short notes on the following (any two):
(a) Pre – registration  (b) Key control system  
(c) Room selling techniques  (d) Over booking  

(2x5=10)

Q.8. Explain the co-ordination between Front Office and Housekeeping in terms of Room Inventory Control.  

(10)

Q.9. Match the following:
(a) No post  (i) Mid price  
(b) Shoulder period  (ii) On check out  
(c) Account receivable  (iii) Desirable situation  
(d) Zero out  (iv) House keeping  
(e) ADR  (v) Room not sold out by mistake  
(f) PAR  (vi) Night auditor  
(g) Occupancy report  (vii) V.P.O.  
(h) On change status  (viii) Daily  
(i) Sleep out  (ix) Scanty baggage  
(j) Sleeper  (x) Spent night out  

(10x1=10)

Q.10. State True or False:
(a) Bounced reservation is also known as Walk Out Guest.  
(b) House limit is also termed as Charge Privilege.  
(c) FAM tours are organized by Tour Operator.  
(d) Total no. of guest present in the hotel is calculated as House Count of the hotel.  
(e) Day rate is generally offered in Transit Hotel.  
(f) Rate cutting is generally done off season.  
(g) One day room tariff, as retention charges, is generally charged by hotel on cancellation.  
(h) Cut off time is also known as Release Time.  
(i) Booking diaries are also known as Red Book.  
(j) The skill of offering room of higher category than already anticipated to the guest is known as Top Down method.  

(10x1=10)

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