

[Time: 2½ Hours]

[Marks:75]

Please check whether you have got the right question paper.

N.B: 1. Question.No.1 is compulsory.

Q.1. 1) Fill in the blanks.**(05)**

- A guest with no prior reservation with the hotel, approaches the front desk, expecting a room, is called a _____.
- The four stages of a guest's interaction with the hotel constitute the _____.
- The front office should prepare a _____, which should contain the name of the group members & corresponding room numbers.
- The list of names of guest, who continue to occupy their rooms the next day is called _____.
- Depending upon the status of the _____, the pick-up vehicle may vary from a luxury car to limousine.

Q.1. 2) Match the following :**(05)**

1.	System of Reservation	a.	Whitney System
2.	Manual system	b.	Cut-off-date
3.	Non-Guaranteed Reservation	c.	Room change process
4.	F – Form	d.	Automatic System
5.	Live Move	e.	Registration Process

Q.1. 3) Define the following :**(05)**

- Turn - away Report
- C.R.S.
- VISA
- Scanty Baggage
- Tentative Reservation

Q.2. Answer any 3 of the following :**(15)**

- Write a note Global Distribution System.
- Enlist & explain the various reservation Reports.
- What are the various modes for guaranteeing a reservation?
- Write a note on Whitney System of Reservation.
- Enlist the duties assigned to a Reservation Agent.
- Write in detail the reason and the importance of overbooking.

Q.3. Answer any 3 of the following :

(15)

1. What is a self-check – in terminal? What are the benefits & drawbacks of having the same?
2. Explain the check – in procedure of a walk-in guest.
3. Enlist and explain the various Pre-registration activities.
4. Explain the Group check- in procedure.
5. Draw the format of Guest Registration card.
6. What is registrations? What are the legal implications of registration, for the guest and for the hotel?

Q.4. Answer any 3 of the following :

(15)

1. Write down the procedure for Room Change. What are the possible reasons for changing the guest rooms?
2. Using a flow chart, explain 'Guest Paging' Procedure.
3. Explain the procedure followed for handling left luggage.
4. Enlist and explain the various keys used in the hotel.
5. What are the different types of mails received by the hotel?
6. Explain the Wake-up call procedure.

Q.5. Answer any 3 of the following :

(15)

1. How does providing guest services, contribute towards Guest Satisfaction?
2. Explain the process of Guest cycle using a diagram.
3. Explain in detail, various types of passport.
4. What do you mean by upselling? How is it different from upgrading?