

Q.P. Code :00067

[Time: 2½ Hours]

[Total Marks:75]

Please check whether you have got the right question paper.

- N.B:**
1. Figures to the right indicate full marks.
 2. Assume Suitable additional data if required.
 3. All the questions are compulsory.

Q.1 a Definitions –(1mark each)

1. Downtown Hotels
2. Crib Rate
3. Night basis charge.
4. F.I.T.
5. P.B.X.

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b Fill in the blanks (1 Mark each)

1. Hotel star rating committee is called _____.
2. Continental food Plan includes _____.
3. Two rooms connected by common wall & door is called _____.
4. _____ is called as standalone property who don't have any contract.
5. The room with French / Bay window is called as _____.

c Match the following (1 Mark each)

- | | |
|-----------|--|
| 1. Valet | located on Hill station, beaches / scenic beauty |
| 2. Resort | Value Added Tax |
| 3. EPABX | Staff who parks guest vehicles |
| 4. V.A.T. | One or more Bedroom with sitting Room |
| 5. Suite | Direct dialing of local & International calls |

Q.2. Answer in brief (Any Three)

1. Explain Grand Tour & Modern Era.
2. Explain in detail Convention hotel & Residential Hotel.
3. Write in brief about Domestic & International Tourism.
4. Explain the importance of Tourism.
5. Name & Explain in detail any two types of supplementary accommodation.
6. Explain the importance of Front Office Department in the hotel.

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Q.3. Answer in brief (any three)

1. List & explain any ten types of rooms found in hotel.
2. Explain the different food Plans offered in hotel.
3. Explain in detail:- 24 hrs. basis check in & check out system and Fixed time basis check in & check out system.
4. Explain – Luxury Tax, Sales Tax, Expenditure Tax
5. Explain – Rack Rate, Group Rate, Crew Rate, Seasonal Rate, Family Rate
6. Explain – Corporate Rate, Ad-Hoc Rate, Package Rate, Membership Rate, Commercial Rate

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Q.4. Answer in Brief (Any three)

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1. List down the skills & competencies required for a Telephone Operator.
2. Explain the co- ordination between Front Office & Food & Beverage Service department
3. Explain in detail:-EPABX & PABX –systems
4. Write the Job description of a Lobby Manager
5. Write a note on Intra departmental co- ordination between Reception and Reservation section
6. Explain Intra departmental co- ordination between Telephone and Reception Section

Q.5. Write short notes on (Any Three)

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1. Ancient Era
2. Concierge
3. Time- Share property
4. Chain Hotel