

Q. P. Code:-23895

[Time: : 2 $\frac{1}{2}$ Hours]

[Marks: 75]

Instructions:

1. All the questions are compulsory
2. Figures to the right indicate full marks.

Q.1.A Fill in the blanks**(1X5=5 Marks)**

- (i) Guest checking out before the scheduled date of departure is known as _____.
- (ii) _____ is a situation where in a guest with room reservation does not arrive.
- (iii) _____ is an acknowledgement towards payment received in cash.
- (iv) A _____ audits the hotel accounts daily during night.
- (v) _____ alarm is installed in the hotel to detect and monitor theft.

B. Definitions**(1X5=5 Marks)**

- (i) Explain upgradation of a room.
- (ii) Reasons for cancellations of hotel room booking.
- (iii) What do you understand by pre-authorization in credit cards.
- (iv) Explain advance deposit.
- (v) Explain Class "A" fire.

C. Match the following**(1X5=5 Marks)**

Questions	Options
(i) 15 or more members	A Increases Room revenue
(ii) Single Ladies	B Money paid by the hotel on behalf of the guest
(iii) Up selling	C Excessive haste
(iv) Accidents	D Eva Floor
(v) Visitor's Paid Out Voucher	E Group reservation

Q.2 Answer the following: (Any Three)**(3X5=15 Marks)**

- A. List down & explain types of reservations.
- B. Importance of room reservations to guests.
- C. Explain the procedure of room change in a hotel.
- D. Explain check-in procedure for Airline Crew.
- E. Explain any 5 functions of front office during the 'Stay' of a guest.
- F. Explain the process of accepting or denying a reservation.

Q. P. Code:-23895**Q.3 Answer the following: (Any Three)****(3X5=15 Marks)**

- A. Draw the format of Allowance voucher and explain.
- B. List down do's & don'ts while handling complaints.
- C. Differentiate between Guest & Non-Guest accounts.
- D. Explain Express check-out procedure.
- E. Write a brief note on corporate billing / Bill to company.
- F. Neatly draw a format of V.P.O. & explain.

Q.4 Answer the following: (Any Three)**(3X5=15 Marks)**

- A. Explain Sprinkler system and Smoke detectors as a part of Fire fighting equipment.
- B. Importance of Electronic Locking systems in hotels.
- C. Explain different types of Keys used in the hotel.
- D. Write the importance of Security department in the hotel.
- E. Write the procedure to be followed in an event of a fire.

Q.5 Answer the following: (Any Three)**(3X5=15 Marks)**

- A. How do hotels ensure a safe and secure environment for a Single lady guest?
- B. Explain live move and dead move in room change procedure.
- C. Explain the pre-arrival process for group.
- D. What will be the first aid for common problems like Cuts & Burns.
- E. Explain check-in procedure for senior citizens.
- F. Differentiate between Upgrade and Upsell.
