

SARDAR PATEL UNIVERSITY
B.Sc. (Home Sci.) (IV Sem.) Examination
Tuesday, 2 April 2013
3 - 5 pm
UH04CFRM09 - Front Office Management

Total Marks: 30

Note: Figures to the right indicate full marks.

Q.1 Explain the guest cycle in hotel. [04]

OR

Q.1 Discuss in brief about front office salesmanship.

Q.2 Answer **any four** of the following. [12]

- (i) Discuss the furniture needed for front office.
- (ii) Write the procedure for change of guest's room.
- (iii) Explain "Guest Folio".
- (iv) Write the use of filling.
- (v) Enumerate the ways of handling VIP guest.

Q.3 Describe the organizational structure of front office with the help of [06]
organizational chart.

OR

Q.3 Discuss the various departments of a hotel that works with [06]
front office.

Q.4 Answer the following in two lines. **(Any Four)** [08]

- (i) Give examples of local festivals of Gujarat.
- (ii) Write the functions of key rack.
- (iii) What is the use of "Hotel Diary"?
- (iv) State the purpose of preparing arrival list of guests.
- (v) Enlist the sources of room reservation.
- (vi) What is Group Reservation?