

Day : Monday

Time : 10:00 AM-12:30 PM

Date : 11/12/2023

W-19863-2023

Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Both the sections should be written in **same** answer sheet.

SECTION - I

Q.1) Answer the following: (Any 6) (6 Marks)

- | | |
|-------------------|--------------|
| 1) Walk-In | 5) Crew Rate |
| 2) Rooming List | 6) ATG |
| 3) Scanty Baggage | 7) Sleep out |
| 4) Passport | 8) C Form |

Q.2) Answer the following: (Any 3) (12 Marks)

- a) Explain pre arrival procedure for a VIP
- b) With help of a flowchart explain check in of a group.
- c) Explain check in procedure for a Reserved Guest
- d) Draw a format of Guest registration card.

Q.3) Answer the following: (Any 3) (12 Marks)

- a) Explain pre arrival procedure for a FIT
- b) Draw a format of Room change slip and write a short note on room change procedure.
- c) As a FOA, how will you handle theft in the guest room?
- d) As a FOA, how will you handle a drunken guest at the lobby?

SECTION - II

Q.4) Answer the following: (Any 6) (6 Marks)

- | | |
|----------|--------------------------|
| 1) Float | 5) VPO |
| 2) BTC | 6) Petty cash |
| 3) FEEC | 7) MAP |
| 4) SOP | 8) Departure errand card |

Q.5) Answer the following: (Any 3) (12 Marks)

- a) Discuss the co-ordination of GRE with Food and Beverage department.
- b) List and explain different types of bill settlement.
- c) Draw a format & write a short note on C Form.
- d) Draw a format of express check out form.

Q.6) Answer the following: (Any 3) (12 Marks)

- a) Explain the Role of GRE in front office department.
- b) Draw a format of VPO and telephone call voucher.
- c) With help of a flowchart explain guest check out procedure
- d) Explain various problems faced during check out.
