Day : Wednesday		Time : 10:00 AM-12:30 PM
Date : 11/12/2024	**W-19863-2024**	Max. Marks : 60

N.B.:

    1) All questions are COMPULSORY.

    2) Both the sections to be written in same answer sheet.

SECTION - I

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

  1) Departure list   5) Walk-In

  2) VIP list   6) C Form

  3) Passport   7) Double Occupancy

  4) Crew   8) Cut off time

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

  a) Draw a format of expected arrival list.

  b) Explain check in of a domestic group.

  c) Explain check in procedure for a walk in guest

  d) With help of a flowchart explain procedure for issue and surrender of a safe deposit box.

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

  a) Explain pre arrival procedure for a VIP.

  b) Draw a format of GRC card

  c) Classify guest complaints with one example each.

  d) As a FOM how will you handle below situation
     Death of a guest in the hotel.

SECTION - II

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

  1) FAM trip   5) Allowance

  2) Hospitality Desk   6) Voucher

  3) Floor limit   7) Early Departure

  4) FEMA   8) Stay over

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

  a) Explain the role of GRE in front office department

  b) Write a note on modes of credit settlement.

  c) Draw and fill format of foreign currency encashment certificate.

  d) Draw and fill express check out form.

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

  a) Write a short on Guest History System.

  b) Explain check out procedure with mode of payment as BTC.

  c) List and explain various records maintained at front during guest departure

  d) With help of a flowchart explain guest check out procedure.