



PG - 100

III Semester M.T.A. (Integrated Course) Degree Examination, Dec. 2012
(Semester Scheme)
TOURISM ADMINISTRATION
Paper - 3.6 : Accommodation Management - I

Time : 3 Hours

Max. Marks : 80

Instruction : Answer all the questions as per the instructions.

SECTION - A

(10×2=20)

Answer any ten of the following. Each carries 2 marks.

1. a) Describe scanty baggage ?
- b) What is "Foyer" ?
- c) Expand FFIT.
- d) What does American plan include ?
- e) Define Hotel.
- f) What do you understand by the term "PAGING" ?
- g) What is FRRO ?
- h) Who is night auditor ?
- i) List out the different sections of front office.
- j) What does the following room status stand for ?
 - a) V
 - b) 0
 - c) 000
 - d) DND
- k) Write the stages of Guest cycle.
- l) What is 'No Show' ?

P.T.O.



SECTION - B

Answer **any 5** of the following. **Each** question carries **6** marks. (5×6=30)

2. Briefly explain different types of rooms in a five star hotel.
3. Explain the functions of Bell Desk.
4. Draw the layout of front office of a five star hotel.
5. Briefly explain the sources and modes of Reservation.
6. Explain the registration procedure for walk-in guest.
7. Explain the following terms :
 - a) Skipper
 - b) Chance guest
 - c) 'CIP'
 - d) Grand Master Key
 - e) Amendment
8. What are the Eco-friendly concepts that are practiced in front office ?
9. What is over-Booking ? Mention its considerations.

SECTION - C

Answer **any two** questions. **Each** question carries **15** marks. (2×15=30)

10. Explain the different types of reservation and its importance.
11. What is Registration ? Explain the various types of recording registration.
12. Write the roles and duties of front office associate . What are the good qualities of FOA ?
13. Write the functions of information section. Draw the flow chart of handling incoming mails.