

V17/DFS103/EE/20160519

Time : 3 Hours

Marks : 80

Instruction :

1. All Questions are Compulsory.
 2. Each Sub-question carry 5 marks.
 3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
 4. Question paper of 80 Marks, it will be converted in to your programme structure marks.
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1. Solve any **four** sub-questions.
 - a) Write the customer relationship. 5
 - b) Define facility management. 5
 - c) Draw medium organization chart of the front office. 5
 - d) What is job description of front office personnel? 5
 - e) What are qualities of front office staff in house? 5

2. Solve any **four** sub-questions.
 - a) What is core and non-core activity? 5
 - b) What is functions and importance of front office? 5
 - c) What are functions of receptionist? 5
 - d) What is objective of communication? 5
 - e) What is process of communication? 5

3. Solve any **four** sub-questions.
 - a) What is importance of a need analysis? 5
 - b) Which is any five types of guest rooms? 5
 - c) Define mail management. 5
 - d) Write Do's of hospitality industry. 5
 - e) Define Rent. 5

4. Solve any **four** sub-questions.
- a) Explain depreciation. 5
 - b) Explain staffing. 5
 - c) Write the note of lobby manager. 5
 - d) Define decision making. 5
 - e) Write names of manual equipments. 5

