

[illegible]

- What do you understand by Pre Arrival?
- What are the modes of reservation?
- Explain Discounts.
- Who is a GIT?
- What is mail handling?
- Who is a GRE?
- Explain Cancellation.
- What is Pre-registration?
- What is amendment?
- What is Hubbard's formula?

### SECTION-B

- Q2. What is rack rate explain any four types of rates?
- Q3. What are pre arrival activities? Also discuss the departure activities also.
- Q4. Differentiate between cancellation and amendments.
- Q5. Explain the process of upselling and discounts.
- Q6. What is the process of handling guest requests? Name some of the common such requests.

### SECTION-C

- Q7. Discuss in detail about the different plans and tariffs used in the hotel.
- Q8. Describe the process of message handling and key handling. Why is it important?
- Q9. Name and explain different types of reservation. Explain cancellation and amendment process.