Sub Code:RHM103

Paper Id: 174103 Roll No:

BHMCT
(SEM I) THEORY EXAMINATION, 2019-20
FRONT OFFICE I

Time: 3 Hours *Total Marks: 70*

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. Attempt *all* questions in brief. 2 x 7 = 14

a. Define Errand Card.
b. Define Suite Room.
c. What do you mean by Tavern?
d. Define Reservation.
e. Define Guest Folio.
f. What is Motel?
g. What do you mean by the term 'Day Rate'?

SECTION B

2. Attempt any *three* of the following: 7 x 3 = 21

a. Define the term bell desk and give step-by-step procedure for left luggage handling.
b. Explain the duties & responsibility of Front office Assistant.
c. Define the term hotel and classify it on different basis.
d. How Front Office coordinate with other departments of the hotel? Explain in detail.
e. Differentiate between timeshare and condominium.

SECTION C

3. Attempt any *one* part of the following: 7 x 1 = 7

(a) Enlist the attributes of a Front Office staff.
(b) What are the different types of reservation? Explain.

4. Attempt any *one* part of the following: 7 x 1 = 7

(a) Draw a neat diagramme of organization chart of a five star hotel.
(b) Write detailed note on evaluation & growth of Hotel Industry.

5. Attempt any *one* part of the following: 7 x 1 = 7

(a) What are the different types of Hotel? Explain them.
(b) What are the various modes of reservation? Explain.

6. Attempt any *one* part of the following: 7 x 1 = 7

(a) Enlist and give use of two each of automated, semi-automated and non automated front office equipment.
(b) Explain various types of room plan in detail.

7. Attempt any *one* part of the following: 7 x 1 = 7

(a) Explain the importance of Group reservation in revenue generation.
(b) Draw a neat labeled diagram of 5-star hotel lobby.

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