

Printed Pages : 2



HM-113

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 990113

Roll No.

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B.H.M.C.T.(SEM. I) (ODD. SEM.) THEORY
EXAMINATION, 2014-15**FRONT OFFICE OPERATIONS - I**

Time : 2 Hours]

[Total Marks : 50

Note : Attempt **all** Sections.**SECTION – A****1. Attempt Any Ten Questions :****1×10=10**

- (i) Suite
- (ii) C-form
- (iii) O.O.O
- (iv) CP
- (v) Rack Rate
- (vi) Studio Room
- (vii) ARR
- (viii) Guest Folio
- (ix) DND
- (x) Baby Sitter
- (xi) Check-in
- (xii) Skipper

SECTION – B

2. Attempt Any Five Questions : 2×5=10

- (i) Enlist various sources of reservation in a hotel ?
- (ii) What are the duties of a Receptionist ?
- (iii) What do you mean by 'Hotel' ?
- (iv) Enlist the different meal plans that can be offered to the guest ?
- (v) What are various modes of reservation? Explain.
- (vi) How you will take room reservation on the telephone ?

SECTION – C

3. Attempt any six questions : 5×6=30

- (i) Draw an hierarchy of Front Office department in 5 star deluxe hotel.
- (ii) What are different types of Hotel ? Explain them.
- (iii) What are the different attributes of Front Office staff ?
- (iv) What are different types of Reservation ? Explain.
- (v) 'Group reservation is very important for hotel revenue generation.' Justify it.
- (vi) What are the duties and responsibilities of Lobby Manager ?
- (vii) Write a detailed note on Evaluation and Growth of hotel industry.