

Paper Id: **174103**Roll No: 

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**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.