

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(HMCT) (2018 Batch) (Sem.-1)
FRONT OFFICE FOUNDATION-I
Subject Code : BHMCT-105-18
Paper ID : [75139]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain them :

- a) FHRAI
- b) Hotel
- c) Itinerary
- d) Timeshare
- e) Arrival Errand Card
- f) Alternate Accommodations
- g) Pent House
- h) Heritage Hotels
- i) Scanty Baggage
- j) Walk In

SECTION-B

2. Write note upon "*Evolution of Tourism & Hotel industry in India*".
3. What is the function of a Bell desk?
4. List duties and responsibilities of a concierge.
5. Draw a neat organisational structure of a front office department of five star hotels.
6. Front Office is the nerve centre of the hotel. Justify.

SECTION-C

7. Brief about different types of guest rooms found in hotel.
8. What is Vacation Ownership? Brief about the types of vacation ownership usually sold in the market and list the advantages and disadvantages of buying a timeshare.
9. Translate the following :
 - a) Good Morning
 - b) Hotel
 - c) Thank you
 - d) Mrs. & Miss
 - e) Good Night & Good Evening
 - f) It is 10 O' clock
 - g) Its 10th Oct. 2018
 - h) 10, 11, 20, 25 (counting)
 - i) Saturday & Sunday
 - j) Book

Total No. of Pages: 02

M Code: 12067
Subject Code: BSHM-103
Paper ID: [C1103]

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- 1. SECTION-A is COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
- 2. SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
- 3. SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

1. a) Define tourism.
- b) Give two reasons of travel.
- c) Write two equipment used in front office.
- d) Define Itinerary.
- e) What are motels?
- f) What are heritage hotels?
- g) Write full form of G.R.E.
- h) Explain E.P & A.P tariff plans.
- i) Write two types of rates.
- j) Write two duties of bell boy.

2. Write socio-economic benefits of tourism.
3. Classify the hotel on the basis of location.
4. Draw organization chart of large hotels.
5. Explain any four types of rooms.
6. Explain any four attributes of front office.

7. Give job description of Front office manager.
8. Explain how to deal with bomb threat.
9. Write history of lodging industry of India.

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B. Sc. (HMCT) (Sem. I)
BASICS OF FRONT OFFICE-I
Subject Code: BSHM-103
Paper ID: C1103

Max. Marks: 60

Time: 3 Hrs.

INSTRUCTIONS TO CANDIDATES:

1. Section A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. Section B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. Section C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION A

1. a) Define tourism?
b) Write different reasons for travelling?
c) Write examples of hotels classified on the basis of owner ship?
d) Define communications?
e) Give types of tourism?
f) What is pent house?
g) What does A.P.B.X stands for?
h) What are condominium hotels?
i) Write various services of hotel?
j) What are two adverse effects of tourism?

SECTION B

2. Write brief history of international hospitality industry?
3. What are various basic components of tourism industry?
4. Draw department hierarchy chart of front office department?
5. Write short note on front desk equipment?
6. Design basic layout of lobby section of a five star hotel?

SECTION C

7. Explain in detail various attributes of a front office personnel?
8. Write down job description of front office manager?
9. Explain various tariff plans?

SECTION-B

2. Write a note on Taj Hotels.
3. How the hotels are classified on the basis of ownership?
4. Draw a lay-out of Front Office.
5. List the equipments of Front Office.
6. What are different Rates applied for the hotels?

SECTION-C

7. What are the different plans offered by the Hotels, explain in detail?
8. List and explain the types of Rooms in Hotels.
9. Draw an organisational chart of large Hotel and also List the duties of Bell Boy.

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B.Sc.(HMCT) (2011 & Onward) (Sem.-1)

BASICS OF FRONT OFFICE - I

Subject Code : BSHM-103

Paper ID : [C1103]

Max. Marks : 60

Time : 3 Hrs.

INSTRUCTIONS TO CANDIDATES :

- INSTRUCTIONS TO CANDIDATES :**
- 1. SECTION-A is COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
 - 2. SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
 - 3. SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Write briefly :
 - a) Recreation and Medical Tourism
 - b) Duplex room
 - c) Meal Plans
 - d) Company volume Guranteed Rate
 - e) Different types of Room Tariffs
 - f) Guest Perception
 - g) Back to Back Rate
 - h) Revenue producing department
 - i) Uniformed staff
 - j) Upgrading and Up-Selling technique

SECTION-B

2. Define the term '*Reservation*'. What are different modes for the room & banquet reservations?
3. What is the role, responsibilities and attributes of Front Office Manager & Reservation Manager?
4. What are the Various Front Office Statistics? Illustrate your answer with suitable Formulas.
5. *Front office and Housekeeping plays a vital role in the smooth functioning of Hotel. How? Illustrate your answer with suitable examples.*
6. *Room reservation department of hotel plays a vital and crucial role in the sale of guest room. How? Explain with suitable examples.*

SECTION-C

7. Draw the organizational chart of a large hotel and explain about the role and responsibilities of Guest Relation Manager, Duty Manager and bell boy?
8. Describe about the procedure to handle bomb threat inside a hotel.
9. What are various emergency guideline for responding to emergency of Fire, Electrical and bomb, Threats in hotel industry?