

Roll No. ....

# **BHM–101/DHM–101**

## **Introduction to Front Office**

Bachelor/Diploma in Hotel Management

(BHM-11/16/DHM-11/16/17)

First Year, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Attempt the questions contained in these Sections according to the detailed instructions given therein.

### **Section–A**

#### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Define the term ‘Hotel’. Trace the origin and growth of hotel industry in India.
2. Discuss the system of reservation followed by the hotel along with its processing procedure. (Draw format).
3. Mention the types or kinds of guest coming in the hotel along with their physical and service requirement.
4. Explain the check out procedure followed by the hotel (with flowchart).

**(B-78) P. T. O.**

**Section-B****(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Draw the layout of front office department of a large hotel. Also list the equipments that are commonly used in front office.
2. Explain the checkin procedure of walk-in-guest and draw the format of Guest Registration Card (GRC).
3. Discuss the role of Airport Representative in the hotel.
4. Classify hotels on the basis of Cuest/Clientele.
5. Discuss briefly different attributes of front office staff.
6. Classify Fire. List the procedure, front desk agent will follow in case of fire break out in hotel.
7. Briefly explain group reservation procedure.
8. Discuss the role of front office in the hotel.

**Section-C****(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this Section are compulsory.

Fill in the blanks :

1. Hotels located on the highway, providing lodging to people travelling by car is known as .....

(Motel/Floatels)

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2. A hotel set in the Fort, Place or Haveli is known as ..... . (Heritage hotel/Old hotel)
3. Guest who arrive at hotel without prior reservation is known as ..... (Walk-in-guest/Trun-in-guest)
4. Communication plays as vital role in efficient functioning of hotel. (True/False)
5. .... plan includes room rent and continental breakfast is the tariff. (American plan/Continental plan)
6. American plan includes room rent and any *one* major meal. (True/False)
7. .... is a proof of nationality. (Passport/Form F)
8. The second stage of guest cycle is ..... . (Reservation/Registration)
9. .... key opens all guest room door lock even if they are double locked. (Grand master key/Guest room key)
10. GRE stands for Guest Relation Executive. (True/False)