

Roll No.

BHM-103T

Accommodation & Front Office Foundation—I

Bachelor of Hotel Management (BHM-17)

First Semester, Examination, 2017

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. What are the various leading Indian hotel chains operational in India ? Explain about Tata and Oberoi group.
2. What is the importance of a guest room ? List the various types of guest rooms you may find in a five star hotel. Explain the layout plan of a double bed room with suitable illustration.
3. List the various sections of front office department and briefly explain each section.

4. What qualities, attributes and etiquettes are essential for a person to be appointed in housekeeping department of a five star hotel ?

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 organization chart of a five star hotel having 500 rooms.
2. Write a short note on 'Star Classification'.
3. Classify fire. Explain the procedure in event of fire.
4. As a Front Office employee how will you handle situation in an event of robbery ?
5. Write a short note on 'Intradepartmental coordination of Front Office'.
6. List the duties and responsibilities of 'Night Auditor'.
7. Draw the layout of housekeeping department of a five star hotel.
8. Write a note on "Linen and Uniform room".

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.

State whether True/False :

1. Front Desk staff should be courteous to guest.
2. Grooming reflects the image of the property.

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3. For any kind of travel relates services guests goes to business centre.
4. Telephone sends the bills/voucher of guests outgoing calls to cashier.
5. Recognition gives a guest the feeling of belongings.
6. A cheerful attitude is an asset.
7. Etiquettes associated with being a bad host.
8. A happy host will get a happy response just as sour person gets a negative response.
9. Multi-skilled staff is not an asset for any property.
10. Housekeeping staff should not courteous towards their colleagues.