

BHM–101/DHM–101**Introduction to Front Office**

Bachelor/Diploma in Hotel Management
(BHM/DHM–11/16)

First Year, Examination, 2017

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to 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. Classify hotels on the basis of location and ownership. Define hotel in brief.
2. Give the duties and responsibilities of Lobby Manager and Guest Relation Executive (GRE).
3. Explain briefly the group reservation and cancellation procedure.
4. How will you deal with terrorist activity *or* Bomb threat and Robbery *or* Theft in the hotel as a front desk employee ?

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. Explain the different types of 'meal plans' offered by the hotel.
2. List the different equipments that are found or used in the front office.
3. Draw the organizational structure of front office of a five star hotel. Also list the duties and responsibilities of receptionist.
4. Explain the check in procedure of foreigner guest. (Draw the format of 'Form C').
5. Discuss the different sources of reservation for the hotel. (Draw the format of reservation form).
6. Explain briefly the four stages of guest cycle.
7. Mention the qualities of attributes that are essential for front office staff.
8. Discuss briefly the different types of guest coming to the hotel. Explain the requirements of any *two*.

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.

Choose the right option and fill in the blanks :

1. plan includes room rent, breakfast and either of the one major meal.

(Modified American Plan/American Plan)

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2. Effective is essential for interdepartmental co-ordination in the hotel. (communication/arguments)
3. is a room situated near the swimming pool.
(Cabana/Lanai)
4. DL stands for (Double lock/Don't lock)
5. key opens the lock of an individual guest room.
(Guest room key/Master key)
6. OOO stands for Out of Order. (True/False)
7. is record keeping of all guest staying in the hotel is mandatory for the hotel. (Registration/Form C)
8. is hotel employee responsible for providing personalized service to the guest like restaurant reservation. (Concierge/Public area supervisor)
9. Global Distribution System (GDS) is one of the source of reservation in the hotel. (True/False)
10. is responsible for doing errand/miscellaneous jobs of the hotel and guest. (Bell boy/Doorman)

