

Roll No. ....

## **BHM–103T**

### **Accommodation & Front Office Foundation—I**

Bachelor of Hotel Management (BHM–17)

First Semester, Examination, 2018

**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. Write an essay on evolution of Hotel Industry with specific reference to India.
2. Discuss the importance of F. O. dept. in a Hotel. Name its different sections and the functions carried out in the Sections.
3. Critically analyse the role of H. K. dept. in the Hotel Industry.

**(B-80) P. T. O.**

4. Explain the organization hierarchy of the Housekeeping department with the help of a neat diagram.

### **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. Differentiate between the Hotel and Motel.
2. Role of Oberoi group of hotels in promoting Tourism.
3. Four safety procedures followed by H. K. staff.
4. Importance of co-ordination between F. O. and H. K.
5. Grooming standards of H. K. staff.
6. Importance attributes of F. O. Staff.
7. H. K. Staff role in Hotel security.
8. F. O. staff as salesman.

### **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.

1. Hotels situated near airport are known as ..... hotels.
2. Guest who comes without reservation is known as ..... .
3. Person who delivers guest luggage to guest room is called ..... .
4. Housekeeping plays an important role in the Hotel.

(True/False)

**[ 3 ]**

5. Good grooming is not an important attribute of the F. O. staff. (True/False)
6. .... is a term for guest who does not arrive after confirmed reservation.
7. .... hotel chain is owned by ITC company.
8. .... is a room situated near the swimming pool.
9. Lost and found report is prepared by the ..... dept.
10. Cruiseliners is another name for Floatel. (True/False)