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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-2019

Time : 3 Hours

Max. Marks : 40

Note : This Paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section- A

(Long-Answer-type questions)

Note : Section 'A' Contains Three (03) Long-Answer type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

(2 x 10 =20)

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P. T. O.

(2)

1. Discuss the different basis of classification of hotel in brief.
2. Draw the layout of Front office department. List all its equipments and explain any one of its section.
3. Explain the four stages of Guest cycle?
(Draw Registration Card)

Section - B

(Short-Answer-Type questions)

Note : Section 'B' contains six (06) Short- answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4x5=20)

(3)

1. Draw the hierarchy or organizational structure of front office department of large hotel and list the duties and responsibilities of front office manager.
2. Explain the types and source of reservation. (Draw Reservation form also)
3. Discuss the attributes of Front Office staff.
4. Mention the duties and responsibilities of Bell boy?
5. Classify fire. Discuss the procedure followed by Front office staff in case of fire in hotel.
6. Explain briefly the check out procedure followed in hotel.