

Total No. of Pages : 4

Roll No.

BHM – 103 T

Accommodation & Front Office Foundation- I
Bachelor of Hotel Management (BHM- 17)
1st Semester, 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)

S-213

P. T. O.

(2)

1. Write a detailed note on origin, growth and development of Indian Hotels company (Taj Group of Hotels).
2. What are the various job duties and responsibilities of front office manager? Explain in detail.
3. What are the different types of rooms in a Five Star hotel? Explain in detail.

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.

(5x4=20)

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(3)

1. What are the different types of Hotels on the basis of location? Explain in detail.
2. What is guest safety procedure in hotels during fire? Explain step by step.
3. List duties and responsibilities of Cashier.
4. What are the various job duties of Bell Boy? Explain.
5. What is the importance of Housekeeping department in the smooth functioning of a hotel? Explain.
6. Write detailed note on followings:-
 - (a) Floor Pantries
 - (b) Career in the House keeping department