

Roll No. ....

# **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 : 35**

**Note :** This paper is of **thirty five (35)** marks containing **three (03)** sections A, B, 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 seven and half ( $7\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Explain briefly different bases of the classification of hotel.
2. Discuss briefly the different stages of Guest cycle and explain the departure or check out procedure followed in the hotel.
3. Explain the group reservation and cancellation procedure followed in a five star hotel in short.
4. Enlist the duties and responsibilities of Doorman and Airport representative in the hotel.

**Section-B****(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of two and half ( $2\frac{1}{2}$ ) marks each. Learners are required to answer *six* (06) questions only.

1. Describe the various types of rooms you will find in the hotel.
2. Explain the check in procedure of the VIP guest.
3. Discuss the attributes that are essential for front office staff.
4. What do you understand by Centralized Reservation System (CRS) ? Explain.
5. Draw the format of the following :
  - (i) Form C
  - (ii) Registration Card
6. As a front desk employer how you will with the terrorist activity or bomb threat in the hotel.
7. Draw the layout of front office department and specify the duties of front office receptionist.
8. What are the physical and service requirements of the Families and Special interest groups ?

**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. OOO stands for ..... .  
(Out of order/Out of organization)

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2. A ..... key opens all guest room door locks even those which are double locked.  
(Master key/Grand Master key)
3. The registration of scanty baggage guest requires authorization from..... manager.  
(Lobby Manager/Food and Beverage Manager)
4. SOP stands for standard operating procedure.  
(True/False)
5. The second stage of guest cycle is ..... .  
(registration/reservation)
6. Communication plays a vital role in the efficient functioning of the hotel. (True/False)
7. The ..... hotels provide gambling facilities to the guest. (Casino hotel/Motel)
8. .... plan includes room rent, breakfast and any *one* major meal. (American Plan/Modified American Plan)
9. .... is a place where bonafide traveller can receive food and shelter provided he is in the position to pay for it. (Hotel/Motel)
10. Over-booking means taking more reservation than available number of room. (True/False)

