

BHM-101/DHM-101

Introduction to Front Office

Bachelor/Diploma in Hotel Management

(BHM-11/16/DHM-16/17)

First Year, 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. What are the bases of classification of a Hotel ? Explain any *two* in detail.
2. List the duties and responsibilities of Bell Captain and Concierge.
3. Explain the check out procedure followed by the hotel.
4. "Communication is essential for interdepartmental co-ordination." Discuss with examples the front office Co-ordination or communication with other departments.

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. Briefly discuss the origin of hospitality industry in India.
2. Draw the layout of front office department and list the duties and responsibilities of front office manager.
3. Briefly explain the guest cycle.
4. Mention the attributes that are essential for front office staff.
5. Discuss briefly various systems of reservation used by the hotel. (Draw the format of reservation form).
6. Explain the check in procedure of walk-in guest ? (Draw the format of registration card).
7. Briefly explain the group reservation procedure.
8. As a front office assistant, how will you deal with the fire in the hotel ?

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 and fill in the blanks :

1. plan includes room rent, bed tea and continental breakfast.

(American plan/Continental plan)

[3]

2. MAP (Modified American Plan) is also known as
expension *or* full board. (True/False)
3. GRE stands for
(Guest Relation Executive/Guest Regional Executive)
4. Communication is essential for effective inter-
departmental co-ordination in the hotel. (True/False)
5. is responsible for parking the guest vehicle in
the hotel parking area. (Car valet/head constable)
6. Besides GRC is essential to fill for all
foreigner guest. (Form C/Form P)
7. room is situated near the swimming pool.
(Cabana/Lanai)
8. Guest who leaves the hotel without settling his bill is
called (scanty baggage guest/skipper)
9. is a place where bonafide traveller can receive
food and shelter, provided he is in a position to pay for
it and in fit condition to receive it. (Hotel/Rest house)
10. OOO stands for
(Out of Order/Out of Organisation)

