

BHM-103-T**Accommodation and 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, 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 nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. What are the various leading international hotel chains operational in India ? Explain about Hilton and Hyatt group.
2. Write a note on 'Guest room supplies and amenities'.
3. What qualities, attributes and etiquettes are essential for a person to be appointed in front office department of a five star hotel ?
4. What is importance of Housekeeping Department ? Briefly discuss the responsibilities of housekeeping department in a hotel.

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. Draw the organization chart of a three star hotel having 150 rooms.
2. Write a short note on ‘Classification of Hotel on the basis of location’.
3. What is evening service ? Explain the procedure of evening service.
4. What are the different types of key you may find in hotel ? Briefly explain each.
5. List the duties and responsibilities of Front Office Manager.
6. Write a short note on ‘Inter departmental co-ordination of Front Office’.
7. Explain the co-ordination of housekeeping department with front office with forms and formats.
8. Write a note on ‘Career options in Housekeeping’.

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.

State whether True/False :

1. The hotel business is the alchemy of salesmanship, tact and sociability. (True/False)
2. Housekeeping personnel can use the guest elevator to reach floor. (True/False)

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3. The housekeeping department is generally considered to be a front-of-the-house functional area. (True/False)
4. The term checkout refers to a room that is expected to become vacant after the following day checkout time.
(True/False)
5. A room rack utilizes computer technology to track the status of guest-room. (True/False)
6. The housekeeping department is responsible for proper upkeep of the hotel. (True/False)
7. Producing night occupancy report is responsibility of executive housekeeper. (True/False)
8. To take Check In, is the responsibility of reservation.
(True/False)
9. Reception does the pre booking of guests. (True/False)
10. Reservation provides the expected arrival list to cashier. (True/False)

