

BHM-103T

Accommodation & Front Office Foundation-I

Bachelor of Hotel Management (BHM-17)

First Semester, Examination, 2019 (June)

Time : 3 Hours]

[Max. Marks : 40

Note : This paper is of Forty (40) marks divided into three (03) sections A, B and 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 (9½) marks each. Learners are required to answer any two (2) questions only.

(2×9½=19)

- 1.** Discuss in detail the origin and development of hospitality industry.
- 2.** Draw organisation structure of F.O. department of a large hotel and discuss the activities carried out in the hotel lobby.

3. What is the importance of housekeeping department in the eyes of the hotel management ?
4. Discuss the duties and responsibilities of the Ex-House keeper of a 5-star 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 any four (04) questions only. (4×4=16)

1. Differentiate between commercial hotel and transit hotel.
2. International hotel chains in India.
3. Safety procedures for house-keeping staff in case of fire.
4. Importance of concierge desk.
5. Write a note on 'Guest Amenities'.
6. Hotel rules to be followed by guest.
7. Important qualities in the house-keeping personnel.
8. Importance of Bell Desk.

SECTION-C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) marks each. All the questions of this section are compulsory. (10 \times $\frac{1}{2}$ =05)

1. Hotel situated in the centre of city near business centre are called _____.
2. Guest who leaves the hotel without settling his bills is known as _____.
3. Person who runs petty errands for guest is called _____.
4. House keeping department is responsible for providing tea or coffee to guest in their room. (True/False)
5. Good communication is an asset of F.O. staff. (True/False)
6. _____ is a rate applicable for young children.
7. _____ group is the parent company of Taj Group of Hotels.
8. _____ is a room with single bed and one sofa cum bed.

9. Occupancy report is prepared by the _____ department.

10. Business hotel is another name for sub-urban hotel.

(True/False)
