

Printed Pages :3



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HMCT-103

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID :174115

Roll No.

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B.H.M.C.T.

**(SEM-I) THEORY EXAMINATION, 2014-15
FOUNDATION COURSE IN FRONT OFFICE
OPERATIONS-I**

Time : 2 Hours]

[Total Marks : 50

Note: Attempt all questions.

SECTION-A

1. Attempt any ten questions: 1×10=10
- (i) Transit Hotel
 - (ii) No show
 - (iii) Twin Room
 - (iv) Bermuda Plan
 - (v) Rack Rate
 - (vi) Cabana

- (vii) FIT
- (viii) Guest Folio
- (ix) Motel
- (x) Back to back
- (xi) House Count
- (xii) Duplex

SECTION-B

2. Attempt any five questions: 2×5=10

- (i) Enlist various sources of reservation in a hotel.
- (ii) What are the different meal plans offered by the hotel to its guests?
- (iii) What is reservation? What is the importance of Reservation in a hotel business.
- (iv) What is the role and importance of Front Office department?
- (v) Draw the format of Hotel Lobby specifying its different sections.
- (vi) How you will take room reservation on the telephone?

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SECTION-C

3. Attempt any six questions: 5×6=30

- (i) Draw an organizational chart of Front Office department in 5 star deluxe hotel.
- (ii) Explain the attributes and duties of Doorman.
- (iii) What are the different attributes of Front Office staff?
- (iv) What are different types of Reservation? Explain.
- (v) 'Group reservation is very important for hotel revenue generation'. Justify it.
- (vi) What do you mean by Hotel Tariff? What are the different bases of charging?
- (vii) Write a detailed note on Evaluation and Growth of hotel industry.

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