

Printed Pages : 2



HMCT-103/NBHM-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) (ODD SEM.) THEORY

EXAMINATION, 2014-15

**FOUNDATION COURSE IN FRONT OFFICE  
OPERATIONS-I**

Time : 2 Hours]

[Total Marks : 50

Note : Attempt all sections.

**SECTION - A**

- 1** Attempt any **ten** questions : **1×10=10**
- (i) Presidential Suite
  - (ii) Resident Guest
  - (iii) Quad
  - (iv) MAP
  - (v) Rack Rate
  - (vi) Studio Room
  - (vii) ARR
  - (viii) Guest Folio
  - (ix) DND
  - (x) Baby Sitter
  - (xi) Check-in
  - (xii) Day rate.

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[ Contd...

**SECTION – B**

- 2 Attempt any **five** questions : **2×5=10**
- (i) Enlist various sources of reservation in a hotel.
  - (ii) What are the duties of a Receptionist?
  - (iii) What do you mean by 'Hotel'?
  - (iv) Enlist the various meal plans that can be offered to the guest.
  - (v) What are various modes of reservation? Explain.
  - (vi) How you will take room reservation on the telephone?

**SECTION – C**

- 3 Attempt any **six** questions : **5×6=30**
- (i) What is reservation? What are various Systems of Reservation in the hotel?
  - (ii) Draw the format of Advance Letting Chart and Density Control Chart.
  - (iii) Draw the Organizational hierarchy of Front Office department of a 5 star hotel.
  - (iv) Write a detailed note on Evaluation and Growth of hotel industry.
  - (v) What are different types of Hotel? Explain them.
  - (vi) What are the different skills and attributes required for a Front Office Personnel?
  - (vii) "Group Reservation plays a vital role in hotel's revenue generation." Justify the comment.
  - (viii) What are the duties and responsibilities of Lobby Manager?
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