

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(HMCT) (2014 to 2017 Batch) (Sem.-1)

BASICS OF FRONT OFFICE – I

Subject Code : BSHM-103

M.Code : 12067

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt ANY FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt ANY TWO questions.**

SECTION-A

1. Answer briefly :

- a) Define Tourist and Hospitality.
- b) List various reasons of travel.
- c) What do you understand by Chain hotels?
- d) What is credit card imprinter and credit card validator?
- e) Which hotels are referred to as Heritage Hotels?
- f) Elaborate and explain the term H.R.A.C.C?
- g) What does Bell Boy do in the Front Office?
- h) How are Condominium hotels contributing in providing accommodation?
- i) Which places are believed to be the origin of lodging places in India?
- j) Who is a tour Operator and give the name of world's first tour operator?

SECTION-B

2. List and briefly explain the beneficial effects of tourism.
3. Elaborate on the functions performed by the concierge.
4. Which staff of front office comes under Uniformed Service? Elucidate
5. What do you understand by Guest Services?
6. How does a front office personal deal with the Fire Emergency in the hotel?

SECTION-C

7. Draw a well labeled Layout of Front office department of a Five Star Hotel and explain various sections of this department.
8. How are hotels classified according to Star Rating and Size?
9. Explain the duties and responsibilities of a Front Office Manager.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.