Roll No. ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (2018 Batch)   (Sem.–1)
FRONT OFFICE FOUNDATION-I
Subject Code : BHMCT-105-18
M.Code : 75139

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. **Explain briefly :**

    a) Tourist

    b) Reservation

    c) HRACC

    d) Bell desk

    e) Lanai

    f) European Plan

    g) CIP

    h) EPABX

    i) Resorts

    j) Commissionaire

SECTION-B

2. Classify hotels on the basis of ownership with examples.

3. What is Left Luggage Room? Mention its uses.

4. Throw light on different types of Meal plans offered in the hotel.

5. Distinguish between Motels and Floatels.

6. List the duties and responsibilities of a Reservation assistant.

SECTION-C

7. Draw the hierarchy of Front Office. List the duties of Front Office Manager.

8. "*Front Office is the face of the hotel*". Justify.

9. Categorise different types of Heritage Hotels in India.

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.