

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-1)
FRONT OFFICE-I
Subject Code : BH-115
M.Code : 14508

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.**
2. **SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.**

SECTION-A

1. **Write a short note on :**
 - a. Tourism
 - b. Hospitality
 - c. Hotel
 - d. Front Office
 - e. Management Contract
 - f. Supplementary Accommodation
 - g. Timeshare
 - h. Condominium
 - i. Double Room
 - j. Rack Rate

SECTION-B

2. Explain Tourism and its importance.
3. Classify Hotels on basis of star rating.
4. Explain the working and importance of Front Office department.
5. Classify and enlist the Front Office Equipments.
6. Enlist the different types of Room Tariffs.

SECTION-C

7. Explain the Guest cycle in detail.
8. Explain the concept of Tariff structure in detail. Also explain Hubbard's formula.
9. Draw a Hierarchy chart of the Front Office department. Also explain in detail the duties and responsibilities and personality traits of the front office executive.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.