

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 $2\frac{1}{2}$ (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 short notes on :**
- a) Double room
 - b) Chain Hotel
 - c) Customer profile
 - d) Pre arrival
 - e) Hospitality
 - f) CVGR
 - g) Night spent basis
 - h) Independent hotels
 - i) Star ratings
 - j) Special rates

SECTION-B

2. Explain the core areas of the hotel.
3. Write a short note on Meal plans offered in a hotel.
4. Differentiate between Time share and Condominium.
5. Describe the functional areas of the Front office department.
6. List the steps in handling FIT at reception.

SECTION-C

7. With the help of a neat diagram, describe the features of a tariff card.
8. Draw and label a neat classical layout of Front office department of a hotel.
9. Classify hotel on the basis of location, clientele and facilities.

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.