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BHMCT (2018 Onwards) (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) Bell Hop
- b) Condominium Hotels
- c) Tourism
- d) Franking Machine
- e) Green Hotels
- f) HRACC
- g) Referral Hotels
- h) Studio Room
- i) Cabana
- j) SPATT

SECTION-B

- 2) Discuss the role of Tourism industry in Indian Economy.
- 3) Sketch the Organisational chart of Front Office department of a hotel having 300 rooms.
- 4) Briefly introduce core areas of a 5-star hotel.
- 5) Mention the different functions performed at the bell desk area.
- 6) Translate into French (**Any Five**) :
 - a) Monday
 - b) Spring
 - c) Twenty
 - d) Friday
 - e) Good Morning
 - f) Madam

SECTION-C

- 7) What are the various components of Tourism? State different purposes for which people undertake Tourism.
- 8) “*Hotel Classification is important for maintaining hotel standards*”. Keeping in mind the above statement, classify hotels on the basis of Location.
- 9) Define Time share hotels. How are they different from hotel business?

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.