

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-1)
FRONT OFFICE-I
Subject Code : BH-115
Paper ID : [C0308]

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. Check out
 - e. Concierge
 - f. Rack rate
 - g. Timeshare
 - h. Twin Room
 - i. Corporate rate
 - j. Condominium

SECTION-B

2. What are the various ways to classify hotels?
3. Why is tourism important for a country?
4. Write a short note on supplementary accommodation.
5. What are the function areas of the front office department?
6. Explain Hubbarts Formula.

SECTION-C

7. Explain in detail the concept of guest cycle in a hotel.
8. Draw a layout of the front office department of a 5 star hotel.
9. Explain different room categories in a hotel.