

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(HMCT) (2018 Batch) (Sem.-1)

FRONT OFFICE FOUNDATION-I

Subject Code : BHMCT-105-18

Paper ID : [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 them :

- a) FHRAI
- b) Hotel
- c) Itinerary
- d) Timeshare
- e) Arrival Errand Card
- f) Alternate Accommodations
- g) Pent House
- h) Heritage Hotels
- i) Scanty Baggage
- j) Walk In

SECTION-B

2. Write note upon “*Evolution of Tourism & Hotel industry in India*”.
3. What is the function of a Bell desk?
4. List duties and responsibilities of a concierge.
5. Draw a neat organisational structure of a front office department of five star hotels.
6. Front Office is the nerve centre of the hotel. Justify.

SECTION-C

7. Brief about different types of guest rooms found in hotel.
8. What is Vacation Ownership? Brief about the types of vacation ownership usually sold in the market and list the advantages and disadvantages of buying a timeshare.
9. **Translate the following :**
 - a) Good Morning
 - b) Hotel
 - c) Thank you
 - d) Mrs. & Miss
 - e) Good Night & Good Evening
 - f) It is 10 O' clock
 - g) Its 10th Oct. 2018
 - h) 10, 11, 20, 25 (counting)
 - i) Saturday & Sunday
 - j) Book