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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 **2¹/₂** (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 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.