| Roll No. | | | | | | | Total No. of Pages : 02 |
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Total No. of Questions: 09

B.Sc.(HMCT) (2013 to 2017 Batch) (Sem.-1)
BASICS OF FRONT OFFICE - I

Subject Code: BSHM-103 Paper ID: [C1103]

Time: 3 Hrs. Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- 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

Q1. Answer briefly:

- a) What is tourism?
- b) Who is an inbound tourist?
- c) Explain CP.
- d) Describe Motels.
- e) What is a casino hotel?
- f) Describe a duplex.
- g) What is decoding?
- h) Write about guest history.
- i) What is a Quad room?
- j) Explain Posting.

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SECTION-B

- Q2. Explain in brief about Itinerary, Passport and Visa.
- Q3. Who is a tourist? Discuss the socio-economic impact of tourism.
- Q4. Discuss in detail the alternate lodging facilities.
- Q5. Explain the duty roaster and work schedules.
- Q6. Throw light on the different types of rates used in the hotel.

SECTION-C

- Q7. Name and explain any 10 types of rooms found in the hotel.
- Q8. Classify hotels on basis of size giving suitable examples.
- Q9. What is the process of communication? Explain coding and decoding.

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