

**Roll No.**

[illegible]

**Total No. of Questions : 09**

## BHMCT (Sem.-1)

## FRONT OFFICE-I

**Subject Code : BH-115**

**M.Code : 14508**

**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 short notes on :**
- a) Double room
  - b) Chain Hotel
  - c) Customer profile
  - d) Pre arrival
  - e) Hospitality
  - f) CVGR
  - g) Night spent basis
  - h) Independent hotels
  - i) Star ratings
  - j) Special rates

## **SECTION-B**

2. Explain the core areas of the hotel.
3. Write a short note on Meal plans offered in a hotel.
4. Differentiate between Time share and Condominium.
5. Describe the functional areas of the Front office department.
6. List the steps in handling FIT at reception.

## **SECTION-C**

7. With the help of a neat diagram, describe the features of a tariff card.
8. Draw and label a neat classical layout of Front office department of a hotel.
9. Classify hotel on the basis of location, clientele and facilities.

**NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.**