

Roll No _____

BHM – 11 (Bachelor in Hotel Management)

First Year, Examination 2012

BHM – 101

Introduction to Front Office

Time: 3 Hours

Max Marks: 30

Note: The Paper is divided into Three Sections A,B and C. Notes for each section are given in the Section itself

**Section – A
(Long Answer's Question)**

Answer any 2(TWO) question. Each question carries 7½ Marks. (2x7½ =15)

1. Define the term Hotel? What are the different bases of classification of hotels?
2. Discuss the attributes or qualities a front office personnel should have?
3. Describe the various sources of reservation?
4. Briefly explain the flow of registration (check in) and Departure (check out) procedure?

Section –B

(Short Answer's Question)

Answer any 4(Four) questions. Each question carries 2½ Marks (4x2½ = 10)

Q1 Draw the layout of Front Office Department of a large Hotel?

Q2 Mention the duties and responsibilities of receptionist?

Q3 Briefly discuss the organizational structure of Front Office department of Large hotel?

Q4 Discuss in short the four phases of guest cycle

Q5 Draw a neat format of Guest Registration card or Guest reservation form.

Q6 Explain various modes of reservation found in the Hotel?

Q7 Discuss various types of keys found in the Hotel?

Q8 Mention the procedure to be followed in case of fire in the hotel by the front office agent?

Section – C

Objective Questions (Compulsory)

Answer all questions. Each question carries ½ Marks. (10 x ½ = 5)

1. Hotel situated on highway are called as _____ (Floatels, Motels)

2. _____ plan includes room rent and continental breakfast (Continental plan, American plan)
3. Guest who arrive in the hotel without prior reservation is known as _____. (walk - in guest, walking guest)
4. Communication plays a vital role in the efficient functioning of hotels (True/ False).
5. The guests who arrive in the hotel with very little or no baggage is known as _____. (Scanty baggage guest, Walk in guest)
6. A guest room key remains in the possession of floor supervisor. (True/ False)
7. The process of taking more reservation than the available number of rooms is known as _____. (Overbooking, Under booking)
8. Modified American Plan (MAP) includes room rent and all three major meals i.e. Breakfast, lunch & dinner (True/ False)
9. Bell Captain is the head of Bell Desk. (True/ False)
10. It is necessary to fill Form F or Guest Registration Card for all guests staying in the hotel. (True/ False)