

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 18

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

Write short notes on :

1. Suite
2. Timeshare
3. Condominium
4. Hubbart formula
5. Tourism
6. Hospitality
7. Hotels
8. Check in
9. Rack rate
10. Corporate rate

SECTION-B

11. What are the personality traits of a front office executive?
12. Draw a neat layout of the front office department?
13. Write a short note on duties and responsibilities of a front office employee?
14. What is Hubbart formula and how is it used to calculate the tariff?
15. Write a short note on hotels, their evolution and growth?

SECTION-C

16. Explain in detail the different methods of classifying hotels?
17. What are various departments in a hotel? Also explain its interdependence and inter relationship with other departments.
18. Write a detailed note on the front office equipments used in a hotel.

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.