

**Roll No.**

**Total No. of Pages : 02**

**Total No. of Questions : 09**

## BHMCT (Sem.-1)

## FRONT OFFICE-I

**Subject Code : BH-115**

**M.Code : 14508**

**Date of Examination : 19-01-2023**

**Time : 3 Hrs.**

**Max. Marks : 30**

### INSTRUCTIONS 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) Define tourism.
  - b) What do you mean by resort?
  - c) What is management contractual hotel?
  - d) What is circuit house?
  - e) What do you mean by downtown hotel?
  - f) What is cabana?
  - g) What is full board?
  - h) What do you mean by continental plan?
  - i) What do you understand by crib rate?
  - j) Write **any two** non-automated equipments used in hotel front office?

## SECTION-B

2. Write a brief note on hospitality and its origin.
3. Classify hotels based on location factor.
4. Differentiate between pent house and duplex.
5. Explain **any five** discounted room rates.
6. Discuss duties and responsibilities earned out by reception assistant.

## SECTION-C

7. Discuss hierarchy of hotel front office of a large hotel? List any five duties carried out by bell boy.
8. What do you mean by guest cycle? Explain its stages also.
9. **Write short notes on the following :**
  - a) MAP
  - b) Travel agent rate
  - c) Business centre
  - d) Interconnected room
  - e) Time share concept.

**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.**