

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 18

BHMCT (2018 ~~Seward~~ <sup>Seward</sup>)

FRONT OFFICE FOUNDATION-I

Subject Code : BHMCT-105-18

M.Code : 75139

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. 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

Explain briefly :

- Q1 Define Tourism.
- Q2 Name any four Chain Hotels.
- Q3 What is Ecotel?
- Q4 Write a note on HRACC.
- Q5 What is a Motel?
- Q6 Define Interconnecting rooms.
- Q7 How will you write Monday in French?
- Q8 Discuss the ideal location for a resort.
- Q9 What is a Suite?
- Q10 What is the function of Reservation Department?

## SECTION-B

- Q11 Write a note on evolution of Tourism and Hotel Industry.
- Q12 Distinguish between Chain Hotels and Independent Hotels.
- Q13 Describe the personality traits of a Front Office Personnel.
- Q14 Discuss in brief the core areas of the hotel.
- Q15 Draw a neatly labeled organization structure of Front Office in a 5 star hotel.

## SECTION-C

- Q16 List and explain the duties and responsibilities of a Front Office Manager.
- Q17 Throw light on different types of rooms in a hotel.
- Q18 Write a note on Timeshare properties. How are these different from Resorts?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.