

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 18

MHMCT (2018 Onwards) (Sem.-1)
FRONT OFFICE OPERATION FOUNDATION-I
Subject Code : MHM-103-18
M.Code : 75145

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

Write short notes on :

- 1) Tariff
- 2) Bell desk
- 3) FITs
- 4) Overbooking
- 5) Scanty baggage
- 6) Inn
- 7) Left Luggage
- 8) Twin bedded Room
- 9) Amenities
- 10) Tariff Structure

SECTION-B

- 11) Explain role of Front Office on Pre-arrival, Arrival, Stay & Departure.
- 12) Explain Types of Reservation in detail.
- 13) What are types of Tariff in detail?
- 14) Explain Front Office Equipment
- 15) Classify different room types.

SECTION-C

- 16) Draw & Explain Front Office Hierarchy.
- 17) Explain guest cycle in detail.
- 18) What are the types of system at Front Office?

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.