



Name :

Roll No. :

Invigilator's Signature :

CS/BHM(OLD)/SEM-1/HM-101/2009-10

2009

FRONT OFFICE

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A

(Objective Type Questions)

1. Write one line answer to the following terms : $10 \times 1 = 10$

- i) Target market
- ii) Cabana
- iii) Boatel
- iv) Reservation form
- v) FHRAI
- vi) Rack rate
- vii) CP
- viii) Concierge
- ix) Motel
- x) Independent hotel

CS/BHM(OLD)/SEM-1/HM-101/2009-10



GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* of the following. $3 \times 5 = 15$

2. Time share hotels
3. Job description
4. Budget hotels
5. 24 hours check-out system
6. Management contract.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. Define and explain hotel. How are hotels classified ?
8. Explain induction and training. How are they important for hotels ?
9. What is food plan ? Explain the various plans that hotels provide ?
10. “Front office is the face of the hotel”. Explain.
11. What do you understand by intangibility of service ? How is hotel's product different from others ?

