



Name :

Roll No. :

Invigilator's Signature :

CS/BHMCT/SEM-1/HM-103/2009-10

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 in brief of the following : 10 × 1 = 10

- i) Pent House
- ii) Lanai
- iii) MAP
- iv) Roatel
- v) GRE
- vi) Efficiency room
- vii) Job specification
- viii) Registration form
- ix) PMS
- x) FIT.

CS/BHMCT/SEM-1/HM-103/2009-10



GROUP – B
(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. What do you understand by “Hospitality” ?
3. Define any *five* of the following :
 - i) Commercial Hotel
 - ii) Resort
 - iii) Motel
 - iv) Lotel
 - v) Ecotel
 - vi) Floatels.
4. Write a note on the Guest Registration Card (GRC).
5. What are the attributes required in a Front Office personnel ?
6. Draw the organisation chart for a hotel having 350 rooms and above.

CS/BHMCT/SEM-1/HM-103/2009-10



GROUP – C

(Long Answer Type Questions)

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

7. Classify hotels according to size, client and length of guest stay.
8. Explain briefly about the types of plans followed by hotels.
9. Write in detail about the duties and responsibilities of the Front Office Manager.
10. Explain Front Office systems.
11. What is a PMS ? Elaborate your idea regarding PMS.

=====