Name :	
Roll No. :	A straig (V Samily Ind Differed
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 :

 $10 \times 1 = 10$ 

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

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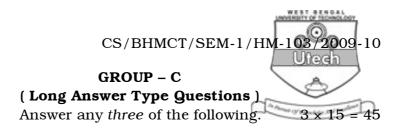
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GROUP – B	(A)
( Short Answer Type Questions )	- Co-
Answer any <i>three</i> of the following.	$3 \times 5 = 15$

- 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.

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- Classify hotels according to size, client and length of guest stay.
- 8. Explain briefly about the types of plans followed by hotels.
- 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.

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