



Name :

Roll No. :

Invigilator's Signature :

CS/BHMCT/SEM-1/HM-103/2010-11

2010-11

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 definitions of the following : 10 × 1 = 10
- i) Cabana.
 - ii) CP.
 - iii) Job Description.
 - iv) Reservation form.
 - v) Boatel.
 - vi) PMS.
 - vii) GIT.
 - viii) Resort.
 - ix) Concierge.
 - x) HRACC.

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GROUP – B
(Short Answer Type Questions)

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

2. 24 Hrs check-out system.
3. Job description & Job specification.
4. Time Share Hotels.
5. Supplementary accommodation.
6. Tariff & Brochures.

GROUP – C
(Long Answer Type Questions)

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

7. Define and explain the term “Hotel”. How are hotels classified ?
 8. What is Time share ? Explain the difference between time share and condominium.
 9. What do you understand by intangibility of service ? How is hotel product different from others ?
 10. What is Guest Cycle ? Explain the various stages of the guest cycle.
 11. “Front office is the face of the hotel.” Justify the statement.
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