



MBM-010-1041003 Seat No. _____

**Bachelors of Hotel & Tourism Management
(Sem. I) Examination**

November / December – 2016

1.3 : Front Office - I
(New Course)

Faculty Code : 010

Subject Code : 1041003

Time : 3 Hours]

[Total Marks : 70

Instructions:

- Question No. 1 and Question No. 2 are compulsory
- Attempt any three questions from Q. 3 to Q. 6

1. Do as directed:

[05 + 09 = 14 Marks]

a) Expand the following acronyms:

[05 * 01 = 05 Marks]

- | | |
|-----------|---------|
| i. R.B.I. | iv. PSU |
| ii. IHCL | v. ITC |
| iii. ITDC | |

b) Fill in the Blanks.

[09 * 01 = 09 Marks]

- _____ is the head of bell desk.
- _____ is an example of front office equipment, used in telecommunications.
- Motel is derived from the word _____.
- _____ was the founder of Tata Group.
- Spa brand of the IHCL group is called as _____.
- _____ was a founder of Oberoi Hotels & Resorts.
- _____ was the first Hotel of Oberoi Hotels & Resorts.
- Biki Oberoi is known as _____.
- _____ was the first Hotel of ITC.

2. Write in brief any 7 from the following in around 100 words.

[07 * 02 = 14 Marks]

- | | |
|-------------------------|------------------------|
| a. Paging system | f. Ashoka Hotel |
| b. Rooming the guest | g. Management Contract |
| c. Front office manager | h. Front Desk |
| d. Bell boy | i. Guest History card |
| e. Errand Foreigner | |

3. Elaborate the Interdepartmental coordination with other department. [14 Marks]

4. Draw the Job description of Front office assistant. [14 Marks]

OR

Draw the hierarchy of a big hotel & elaborate it.

5. Enumerate and elaborate any ten types of rooms with details. [14 Marks]

6. Write a detailed note on classification of hotels. [14 Marks]
