



**HDQ-0101041003**

Seat No. \_\_\_\_\_

**First Year Bachelor of Hotel & Tourism Management  
(Sem. I) Examination**

**November / December – 2017**

**1.3 - Front Office - I**

*(New Course)*

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) All questions carry 14 marks each.  
(2) Q. 1 and Q. 2 are compulsory.  
(3) Attempt any three from Q. 3 to Q. 6 in around 500 words each.

**1 Fill in the Blanks : 14×1=14**

- (a) \_\_\_\_\_ is the head of bell desk.
- (b) R.B.I. stands for \_\_\_\_\_
- (c) I \_\_\_\_\_ is an example of front office equipment, used in telecommunications.
- (d) Motel is derived from the word \_\_\_\_\_
- (e) IHCL stands for \_\_\_\_\_
- (f) \_\_\_\_\_ was the founder of Tata Group.
- (g) Spa brand of the IHCL group is called as \_\_\_\_\_
- (h) \_\_\_\_\_ was a founder of Oberoi Hotels and Resorts.
- (i) \_\_\_\_\_ was the first Hotel of Oberoi Hotels and Resorts.
- (j) \_\_\_\_\_ is used to show, how much experienced a Bell boy is.
- (k) ITDC stands for \_\_\_\_\_
- (l) VIP stands for \_\_\_\_\_
- (m) ITC stands for \_\_\_\_\_
- (n) \_\_\_\_\_ was the first Hotel of ITC.

- 2** Write in brief any 7 from the following in around **7×2=14**  
100 words :
- (a) Paging system
  - (b) G. M. T
  - (c) Scanty baggage
  - (d) Bell down
  - (e) Travel desk
  - (f) G.R.E
  - (g) Concierge
  - (h) Transient Guest
  - (i) Guest History
  - (j) Reservation section
- 3** Elaborate the Interdepartmental coordination with other department.
- 4** Draw the Job description of Front office assistant.
- 5** Draw the hierarchy of a big hotel and elaborate it.
- 6** Enumerate and elaborate any ten types of rooms with details.
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