



**PBV-010-1041003** Seat No. \_\_\_\_\_

**First Year B. H. T. M. (Sem. I) (CBCS)  
Examination**

**November / December - 2018**

**1.3 : Front Office - I  
(New Course)**

**Faculty Code : 010**

**Subject Code : 1041003**

Time :  $2\frac{1}{2}$  Hours]

[Total Marks : 70

**Instructions :**

- (1) Answer any three questions from Question 3 to Question 6.
- (2) Question 1 and Question 2 are compulsory.
- (3) The maximum marks are assigned on right of each question.

**1 Fill in the blanks : 14×1=14**

- (a) Another name of receptionist is \_\_\_\_\_.
- (b) IHCL stands for \_\_\_\_\_.
- (c) \_\_\_\_\_ was the founder of Tata Group.
- (d) Spa brand of the IHCL group is called as \_\_\_\_\_.
- (e) \_\_\_\_\_ was a founder of Oberoi Hotels and Resorts.
- (f) \_\_\_\_\_ was the first Hotel of Oberoi Hotels and Resorts.
- (g) ITDC stands for \_\_\_\_\_.
- (h) The Front Office manager designation is \_\_\_\_\_.
- (i) ITC stands for \_\_\_\_\_.
- (j) \_\_\_\_\_ was the first Hotel of ITC.
- (k) \_\_\_\_\_ is another name of bell boy.
- (l) \_\_\_\_\_ card holding the hotel information with different services and facilities.
- (m) \_\_\_\_\_ is a big area with seating arrangement in front office.
- (n) Motel is derived from the word \_\_\_\_\_.

- 2** Write in brief any 7 from the following in about 100 words each : **7×2=14**
- |                            |                       |
|----------------------------|-----------------------|
| (a) Errand Card            | (b) Concierge         |
| (c) International dateline | (d) Arrival           |
| (e) Duplex room            | (f) Rooming the guest |
| (g) Timeshare Hotel        | (h) Bell boy          |
| (i) Resort                 | (j) Adjacent room     |
- 3** Draw the hierarchy of a large hotel and elaborate it. **14**
- 4** Enumerate and elaborate any ten types of rates with details. **14**
- 5** Elaborate the qualities of front office staff. Write a brief note on various types of Front Office systems. **7+7=14**
- 6** Elaborate the classification of the hotels in India. **14**
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