



JBZ-010-1041003 Seat No. _____

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

December - 2019

1.3 : FRONT OFFICE - I

(New Course)

Faculty Code : 010

Subject Code : 1041003

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) Question 1 & 2 are compulsory.
(2) Attempt any three questions from Q. 3 to Q. 8

1 Do as directed : 7+7=14

(A) Fill in the blanks : 7×1=7

(i) _____ hotels typically target business clientele, airline passengers with overnight travel layovers or cancelled.

(ii) _____ Rate plan only consist of Room rate.

(iii) Standard rate of published rates are also known as _____

(iv) Full form of GRE is _____

(v) Make my trip is an example of _____ company.

(vi) _____ And _____ are examples of boatel.

(vii) _____ & _____ Documents are needed from the foreigner for check in process.

(B) Write down the full form of given terms : 7×1=7

(i) EP

(ii) FHRAI

(iii) IHHA

(iv) ITO

(v) MAP

(vi) TAAI

(vii) HRACC

2 Do as directed : 8+6=14

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[Contd....

- (A) Write the short notes on any **two** from the following in 150 words : **2×4=8**
- (i) History of the HOTEL industry.
 - (ii) Heritage hotel and its types.
 - (iii) The basic duties of a Telephone Operator in front office
 - (iv) Contracted rates
- (B) Write the short notes on any **two** in 100 words : **3×2=6**
- (i) Tariff card.
 - (ii) Written communication.
 - (iii) The use of Reservation rack in front office.
 - (iv) Format of PLA-Card.
- 3** Do as directed : **7+7=14**
- (a) With help of examples, write a detailed note on Time Share.
 - (b) Classify the hotels on the basis of Ownership.
- 4** Do as directed : **7+7=14**
- (a) Draw the layout of the front office department in a five star hotel
 - (b) Write down the Job Description of Front office Manager.
- 5** Do as directed : **7+7=14**
- (a) Write a detailed note on types of Rooms
 - (b) Explain the different types of food plans.
- 6** Explain the guest cycle and its stages. **14**
- 7** Write the detailed note on the equipments used in Front Office. **14**
- 8** Write a detailed note on the written form of communication as practiced in the Front Office Department. Explain it with the help of suitable examples. **14**