



BJ-010-1201003

Seat No. _____

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

March - 2021

(1.3) Front Office - I

(New Course)

Faculty Code : 010

Subject Code : 1201003

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) Question 1 & 2 are compulsory.
(2) Attempt any three questions from Question 3 to 6.
(3) All questions carry 14 marks each.

1 Fill in the Blanks : 14×1=14

- (a) Another name of receptionist is _____.
- (b) FHRAI 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 & Resorts.
- (f) _____ was the first Hotel of Oberoi Hotels & 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 service & facilities.
- (m) _____ is a big area with seating arrangement in the front office.
- (n) Motel is derived from the word _____.

- 2 Write in brief any 7 from the following in around 100 words : $7 \times 2 = 14$
- (a) Errand card
 - (b) Concierge
 - (c) International dateline
 - (d) Arrival
 - (e) Duplex room
 - (f) Rooming the guest
 - (g) Timeshare Hotel
 - (h) Bell Captain
 - (i) Resort
 - (j) Adjacent room
- 3 Define the term 'Hierarchy'. Draw the hierarchy of a small hotel and elaborate it.
- 4 What is room? Enumerate and elaborate on any ten types of rooms with details.
- 5 Write a detailed note on Food Plans. Moreover, write a brief note on brochures and Tarriff card.
- 6 Elaborate the classification of the hotels in India on various parameters.
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