



SE – 115

**I Semester B.H.M. Examination, January 2025
(SEP 2024 – 25)
HOTEL MANAGEMENT
BHM 125 : Front Office – I**

Time : 3 Hours

Max. Marks : 80

- Instructions :**
- 1) Answer all Sections.
 - 2) Draw diagrams wherever necessary.
 - 3) Number the answers correctly.

SECTION – A

1. Answer any seven out of ten. **(7×2=14)**
- a) What is the meaning of ‘Amendment’ ?
- b) Define ‘Amenities’.
- c) Who is a ‘Skipper’ ?
- d) Who is a ‘Black-list’ guest ?
- e) Which stage of ‘Guest Cycle’ is baggage outpass ? Expand Eco-CVGR.
- f) List out any 4 documents used in FO.
- g) Mention feature of a ‘Suite room’.
- h) Name the different “Meal Plans” in a hotel.
- i) The reservation that fails to arrive is called as _____. The act of taking more reservations is called as _____.
- j) What are the activities of pre-registrations ?

SECTION – B

- Answer any three out of five questions. **(3×8=24)**
2. Write a note on ‘growth of hotel industry in India’.
 3. Define ‘Tourism’ and explain its significance in hotel industry.
 4. Classify hotels on the basis of size/location.



5. Draw an ‘Organizational structure’ of a large hotel (Front-office) and list out various FO-equipments.
6. What is a ‘Guest Cycle’ ? Explain with a format.

SECTION – C

Answer any three out of five questions. (3×14=42)

7. “The hospitality and tourism factor is a vast sector that includes economic activities.” – Explain.
8. Write notes on ‘alternate accommodation’ and explain each accommodation in details.
9. Explain ‘qualities for success in hotel industry’.
10. Explain in detail (complete) classification of Hotel industry.
11. Why is the process of registration important ? Explain the documents maintained in the front-office. ‘Guest Services’ plays an important role in “reviews and reputation” – Justify with examples.