



BName : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHMCT/SEM-1/HM-103/2012-13**

**2012**

**FOUNDATION COURSE IN FRONT OFFICE**

*Time Allotted : 3 Hours*

*Full Marks : 70*

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

**GROUP – A**

**( Objective Type Questions )**

1. Answer the following : 10 × 1 = 10
- i) The other name of 'Walk-in-guest' is
  - ii) The food plan where the room tariff includes all meals is called
  - iii) The work shift of FO department which begins at midnight is known as
  - iv) GRE stands for
  - v) Crib rate is applicable for



- vi) A room with kitchen facility is called
- vii) The term "Hospitality" is originated from the Latin word
- viii) Ecotels/Eco-friendly hotels are also known as
- ix) "Palace on wheels" is an example of
- x) At least ..... number of lettable bedrooms is required for a functioning hotel to apply for star classification.

### **GROUP – B**

#### **( Short Answer Type Questions )**

Write short notes on any *three* of the following.  $3 \times 5 = 15$

- 2. a) Motel
- b) Supplementary Accommodation
- c) GRC
- d) Tariff card
- e) Resort.



**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.  $3 \times 15 = 45$

3. Define hotel. What are bases of classifying the hotel ? Discuss briefly any one basis.
4. Draw an organizational hierarchy of a large five star hotel's Front Office department. State the job description of Front Office Manager of the same.
5. What is guest cycle ? With the help of a neat flow chart state the process of "Check-in-" in star hotels.
6. How and where will you apply for star affiliation ? Discuss the features, facilities and services of five star hotels.
7. "Front Office is the nerve centre of any hotel" — discuss this statements with proper arguments.

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