	Utech
BName :	
Roll No. :	To Demonstrate and Excitors
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)

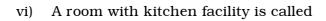
1. Answer the following :

 $10 \times 1 = 10$

- 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

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- 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

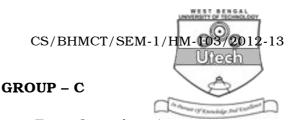
(Short Answer Type Questions)

2

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.

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(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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