

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : I
SESSION : MO/18**

**SUBJECT: HM104 FOUNDATION COURSE IN ROOM DIVISION-I
TIME: 3.00 HOURS**

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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- Q.1(a) Write a note on Classification of Hotels. [5]
Q.1(b) List out the responsibilities of Housekeeping department. [5]
- Q.2(a) Write a note on sections of F&B department. [5]
Q.2(b) Draw the organization structure of Housekeeping department of large hotel. [5]
- Q.3(a) Differentiate between Adjacent room and an Adjoining room. [5]
Q.3(b) Describe the importance of Interdepartmental relationship of Front office with other departments. [5]
- Q.4(a) Write a note on Taj group of Hotels. [5]
Q.4(b) List out the duties and responsibilities of Front office manager. [5]
- Q.5(a) Draw the Organization structure of Front office department of a Large hotel. [5]
Q.5(b) Ascertain the role of Front office department in Guest satisfaction. [5]

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