

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER: III
SESSION : MO/2018**

SUBJECT : HM3027 FRONT OFFICE OPERATION - I

TIME: 1.5 HOURS

FULL MARKS: 25

INSTRUCTIONS:

1. The total marks of the questions are 30.
2. Candidates may attempt for all 30 marks.
3. In those cases where the marks obtained exceed 25 marks, the excess will be ignored.
4. Before attempting the question paper, be sure that you have got the correct question paper.
5. The missing data, if any, may be assumed suitably.

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- Q1 (a) Define (a) Hospitality, (b) Hotel [2]
(b) What is Grand Tour in context with hotel? [3]
- Q2 (a) What is hotel classification? [2]
(b) How hotels are classified in India? Explain. [3]
- Q3 (a) What do you mean by front office in a hotel? [2]
(b) Which are important branches of Front Office? Explain. [3]
- Q4 (a) Define Night Audit. [2]
(b) Enumerate the functions of a front office manager. [3]
- Q5 (a) Write the shift time followed by Front Office Personnel. [2]
(b) What is GRE? Write the responsibilities of GRE. [3]
- Q6 (a) Define Guest Cycle. [2]
(b) What is C-form? Write the importance of C-Form. [3]

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