

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

**CLASS: BHMCT  
BRANCH: HMCT**

**SEMESTER : III  
SESSION : MO/18**

**SUBJECT: HM3027 FRONT OFFICE OPERATION - I**

**TIME: 3 HOURS**

**FULL MARKS: 60**

**INSTRUCTIONS:**

1. The question paper contains 7 questions each of 12 marks and total 84 marks.
  2. Candidates may attempt any 5 questions maximum of 60 marks.
  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) Define hotel and its origin.   | [2] |
| Q.1(b) Discuss types of hotels and the level of services.   | [4] |
| Q.1(c) Write an essay on evolution of hotel highlighting the important landmarks.                             | [6] |
| Q.2(a) Define Front Office and write its important components.  | [2] |
| Q.2(b) Draw a front office department hierarchy of a large scale hotel. Write the work shift of front office. | [4] |
| Q.2(c) Define the following: (i) Staffing, (ii) Job Specifications, and (iii) Job Descriptions.               | [6] |
| Q.3(a) What is the meaning of guest cycle?  | [2] |
| Q.3(b) Define front office system. Elaborate the system at various stages.                                    | [4] |
| Q.3(c) What is the PMS? Discuss the functions and role of PMS in hotel.                                       | [6] |
| Q.4(a) Define brochure and tariff card.   | [2] |
| Q.4(b) What is the meaning of product in hotel in relation to Front Office, discuss with suitable examples.   | [4] |
| Q.4(c) Elaborate the various guest room and rates in hotel.   | [6] |
| Q.5(a) Define meal plan.  | [2] |
| Q.5(b) Define following: (i) FIT, (ii) GIT, (iii) SIT, and (iv) Inbound tours.                                | [4] |
| Q.5(c) Why meal plan is important in a hotel, discuss the various aspect of it in relation to revenue.        | [6] |
| Q.6(a) Define Passport.   | [2] |
| Q.6(b) Discuss the various types of passport. Why C-form is important in hotel?                               | [4] |
| Q.6(c) Write an essay on various types of tours.  | [6] |
| Q.7(a) Define communication process.  | [2] |
| Q.7(b) Differentiate between gesture and posture.   | [4] |
| Q.7(c) Communication is an oxygen of FO, elaborate.   | [6] |

:03/12/2018:E