

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : III
SESSION : MO/19**

SUBJECT: HM205 FRONT OFFICE OPERATION - I

TIME: 3 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) Describe five major components of Hospitality Industry. [5]
Q.1(b) Classify Hotels based on level of service. [5]
- Q.2(a) Design Job Specification and Job Description of Front Office Manager. [5]
Q.2(b) Differentiate between: [5]
(i) On Change and Out of Order room (ii) Complimentary and Do Not Disturb room
- Q.3(a) Examine the task to be performed by Front office staff during Departure stage of guest life cycle. [5]
Q.3(b) Write short notes on: [5]
(i) Information Rack
(ii) Folio Tray
(iii) Voucher Rack
(iv) Credit Card Imprinter
(v) Cash Register
- Q.4(a) Write advantage and disadvantage of European Plan. [5]
Q.4(b) Differentiate between Domestic and Foreign Guest. [5]
- Q.5(a) Differentiate between Regular, Official and Diplomatic passport. [5]
Q.5(b) Differentiate between: [5]
(i) Transit and Employment Visa (ii) Tourist Visa and Student Visa

:::::04/12/2019:::::M