

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

**CLASS: BHMCT  
BRANCH: BHMCT**

**SEMESTER: III  
SESSION : MO/2019**

**SUBJECT : HM205 FRONT OFFICE OPERATION - I**

**TIME: 2:00 HOURS**

**FULL MARKS: 25**

**INSTRUCTIONS:**

1. The total marks of the questions are 25.
2. Candidates may attempt for all 25 marks.
3. Before attempting the question paper, be sure that you have got the correct question paper.
4. The missing data, if any, may be assumed suitably.

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- Q1 (a) Discuss the importance of COINAGE in trade system. [2]  
(b) Classify Hotel based on Location. [3]
- Q2 (a) Differentiate between Resort and Motels. [2]  
(b) Discuss the growth of Hotel Industry in India. [3]
- Q3 (a) Explain the term "Flexi-timing". [2]  
(b) Differentiate between Internal and External Communication. [3]
- Q4 (a) Infer the importance of Communication in success of a hotel. [2]  
(b) Design a Job Description for Bell Boy of a five-star hotel. [3]
- Q5 (a) Discuss the role of reception department during arrival stage of Guest life cycle. [2]  
(b) Recall the factors which influences the guest choice of a hotel in pre-arrival stage. [3]

**.....25/09/2019 .....E**