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

CLASS: HMCT   SEMESTER: III
BRANCH: BHMCT   SESSION: MO/2022

SUBJECT: HM205 FRONT OFFICE OPERATION – I

TIME: 2 HOURS   FULL MARKS: 25

INSTRUCTIONS:
1. The total marks of the questions are 25.
2. Candidates 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.
5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.

		CO	BL
Q1 (a) Differentiate between Colonial and English Inn.	[2]	I	II
Q1 (b) Classify Hotel based on Location.	[3]	I	II
Q2 (a) Discuss the journey of Coinage.	[2]	II	IV
Q2 (b) Elaborate on the characteristics of Hotel Industry.	[3]	II	II
Q3 (a) What is a High-risk Account?	[2]	II	I
Q3 (b) Differentiate between Up-bell and Down-bell activity.	[3]	II	II

Q4 (a) Fill in the blanks: [2]   II   I
  (i) ……………………………………. specifies the parameters within which a job is to be performed in an organization; it is thus a guide to any employee recruited for a particular job.
  (ii) The major departments in the rooms division are front office and …………………

Q4 (b) Write short note on: [3]   II   I
  (i) Stay over
  (ii) On-Change
  (iii) Skipper

Q5 (a) Fill in the blanks: [2]   III   I
  (i) Pre-Registration is the activity which is done in ………………stage of guest life cycle.
  (ii) Hotel staff get maximum time to interact with guest in ……………stage of guest Life Cycle.

Q5 (b) Differentiate between Non-Automated and Fully Automated System.   [3]   III   II

:::::: 30/09/2022 ::::::M