

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

CLASS: BHMCT
BRANCH: HMCT

SEMESTER : III
SESSION : MO/2022

SUBJECT: HM205 FRONT OFFICE OPERATION - I

TIME: 3:00 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) Define the term "Motel".	I	I	[2]
Q.1(b) Classify hotel based on level of service.	IV	I	[3]
Q.1(c) Do you agree that "Industrial Revolution changed the Tourism Industry". Justify.	VI	I	[5]
Q.2(a) Define the term "Job Specification".	I	II	[2]
Q.2(b) Differentiate between Non-Automated and Semi-Automated system.	IV	II	[3]
Q.2(c) Develop Job Specification for a Bell Boy.	VI	II	[5]
Q.3(a) Define the term "Check-Out".	I	III	[2]
Q.3(b) Explain the process of Group Check-in.	II	III	[3]
Q.3(c) "Stay stage of Guest Life Cycle is the most important stage". Do you agree with the statement? Justify your answer with suitable example.	VI	III	[5]
Q.4(a) Explain the term "Chronemics".	I	IV	[2]
Q.4(b) Differentiate between Kinesics and Heptics.	IV	IV	[3]
Q.4(c) "Silence plays an important role in effective communication". Do you agree with the statement? Justify your answer.	VI	IV	[5]
Q.5(a) Define the term "Passport".	I	V	[2]
Q.5(b) Differentiate between employment visa and student visa.	IV	V	[3]
Q.5(c) Write short notes on: (a) Regular Passport (b) Diplomatic Passport (c) Official Passport (d) Entry Visa (e) Transit Visa	I	V	[5]

:::::25/11/2022:::::E