

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : 1ST
SESSION : MO/2023**

SUBJECT: HM104 FOUNDATION COURSE IN ROOM DIVISION-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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		CO	BL
Q.1(a)	Explain the role of Housekeeping in Hotels.	[5] 1	2
Q.1(b)	Discuss the various sub-section of Front office department.	[5] 1	2
Q.2(a)	Create the Organization chart of housekeeping department of a large hotel.	[5] 2	6
Q.2(b)	Discuss the job description of Executive housekeeper.	[5] 2	2
Q.3(a)	Discuss the importance of guestrooms to a guest.	[5] 3	2
Q.3(b)	Discuss the interdepartmental relationship of housekeeping department with other departments.	[5] 3	2
Q.4(a)	Explain the history of ITC group.	[5] 4	2
Q.4(b)	Discuss about the history of Oberoi group.	[5] 4	2
Q.5(a)	Create the organization chart of Front office department of a large hotel.	[5] 5	6
Q.5(b)	Discuss the role of Front desk in FO department.	[5] 5	2

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