

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(MID SEMESTER EXAMINATION MO/2024)

CLASS: BHMCT
BRANCH: HMCT

SEMESTER : III/ADD
SESSION : MO/2024

SUBJECT: HM205 FRONT OFFICE OPERATION I

TIME: 02 Hours

FULL MARKS: 25

INSTRUCTIONS:

1. The question paper contains 5 questions each of 5 marks and total 25 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Tables/Data handbook/Graph paper etc., if applicable, will be supplied to the candidates
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			CO	BL
Q.1(a)	Define Hospitality?	[2]	CO1	BL1
Q.1(b)	What was two important contributions of Greek in Hospitality Industry?	[3]	CO1	BL1
Q.2(a)	What is the difference between English and Colonial Inn?	[2]	CO1	BL2
Q.2(b)	Classify hotels on the basis of location?	[3]	CO1	BL2
Q.3(a)	Differentiate between a Overstay and stayover guest?	[2]	CO2	BL1
Q.3(b)	Draw the organization chart of Front office department of a large hotel?	[3]	CO2	BL6
Q.4(a)	Explain Job description with example?	[2]	CO2	BL2
Q.4(b)	A concierge provides personalized guest services. Comment?	[3]	CO2	BL1
Q.5(a)	Explain Job specification?	[2]	CO2	BL2
Q.5(b)	Explain the duties and responsibilities of the Front office manager?	[3]	CO2	BL2

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