

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : 1ST
SESSION : MO/2024**

SUBJECT: HM24104 FOUNDATION COURSE IN ROOM DIVISION-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)	Explain the concept of Room Division.	[2] 1	2
Q.1(b)	Write about three main sections of Front office.	[3] 1	1
Q.2(a)	What are the functions of a Concierge?	[2] 1	1
Q.2(b)	Discuss about the role of Uniform services.	[3] 1	2
Q.3(a)	Define job description.	[2] 2	1
Q.3(b)	Write the job description of Floor supervisor.	[3] 2	1
Q.4(a)	Create the organization structure of housekeeping department of small size hotel.	[2] 2	4
Q.4(b)	Discuss the role of housekeeping department in guest satisfaction.	[3] 2	2
Q.5(a)	What is suite room?	[2] 3	1
Q.5(b)	Explain the various types of guestroom status.	[3] 3	2

:24/10/2024:E