

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : III
SESSION : MO/2025**

SUBJECT: HM24205 FRONT OFFICE OPERATION - 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)	How has the Hotel Industry in India applied strategies to foster its growth? Discuss relevant factors contributing to its development.	[5] 1	3
Q.1(b)	Classify hotel based on level of service.	[5] 1	4
Q.2(a)	Describe the key responsibilities of a hotel concierge. Apply your understanding by outlining specific tasks, a concierge might perform to enhance the guest experience.	[5] 2	3
Q.2(b)	Design Job Specification and Job Description of Front Office Manager.	[5] 2	3
Q.3(a)	Examine the task to be performed by Front office staff during each stage of guest life cycle.	[5] 3	2
Q.3(b)	Explain the importance of PMS interface with Stand alone systems?	[5] 3	3
Q.4(a)	Differentiate between Kinesics and Haptics.	[5] 4	4
Q.4(b)	Explain the different types of meal plans offered in hotels.	[5] 4	3
Q.5(a)	Explain the various types of passports issued in India and their purposes?	[5] 5	3
Q.5(b)	Differentiate between employment visa and student visa.	[5] 5	4

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