

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

**CLASS: BHMCT
BRANCH: HMCT**

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

SUBJECT: HM24205 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
-

		CO	BL
Q.1(a)	Differentiate between Colonial and English Inn?	[2] 1	2
Q.1(b)	Classify Hotel based on Location?	[3] 1	2
Q.2(a)	What was two important contributions of Greek in Hospitality Industry?	[2] 1	2
Q.2(b)	Discuss the growth of Hotel Industry in India?	[3] 1	1
Q.3(a)	Define Hospitality and list out the components of Hospitality Industry?	[2] 1	1
Q.3(b)	Explain Job description with example?	[3] 2	6
Q.4(a)	Differentiate between an Overstay and stayover guest?	[2] 2	2
Q.4(b)	Draw the organization chart of Front office department of a large hotel?	[3] 2	1
Q.5(a)	Explain Job specification?	[2] 2	2
Q.5(b)	Explain the duties and responsibilities of the Front office manager?	[3] 2	2

:::23/09/2025 :::E