

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

**CLASS: BHMCT  
BRANCH: HMCT**

**SEMESTER: IV  
SESSION : SP/2019**

**SUBJECT : HM4027 FRONT OFFICE OPERATION - II.**

**TIME: 1.5 HOURS**

**FULL MARKS: 25**

**INSTRUCTIONS:**

1. The total marks of the questions are 30.
  2. Candidates may attempt for all 30 marks.
  3. In those cases where the marks obtained exceed 25 marks, the excess will be ignored.
  4. Before attempting the question paper, be sure that you have got the correct question paper.
  5. The missing data, if any, may be assumed suitably.
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|----|---|-----|
| Q1 | (a) Explain the function of Bell Boy.   | [2] |
|    | (b) Discuss the characteristic of a Hotel's Lobby.  | [3] |
| Q2 | (a) Why Duty Rota is important in Front Office Department of a Hotel?   | [2] |
|    | (b) Discuss the role of Lobby Manager in a hotel.   | [3] |
| Q3 | (a) Explain different types of Reservations.  | [2] |
|    | (b) What are the various sources of Reservation in a Hotel?   | [3] |
| Q4 | (a) List various reports prepared by Reservation department.  | [2] |
|    | (b) Differentiate between Series and Ad-hoc Group.  | [3] |
| Q5 | (a) List four items which are part of marginal cost in room sale.   | [2] |
|    | (b) "A hotel room can not be sold twice". Comment on the statement.   | [3] |
| Q6 | (a) What is up selling?   | [2] |
|    | (b) If Marginal cost of a Hotel Standard Room is half of its Fixed Cost and profit is twice the total cost. The Rack Rate is Rs. 9000/- Find all the cost and Profit. | [3] |

::: 05/03/2019 :::::E