

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

**CLASS: BHMCT
BRANCH: BHMCT**

**SEMESTER: IV
SESSION : SP/2020**

SUBJECT: HM214 FRONT OFFICE OPERATION - II

TIME: 2 HOURS

FULL MARKS: 25

INSTRUCTIONS:

1. The total marks of the questions are 25.
 2. Candidates may attempt for all 25 marks.
 3. Before attempting the question paper, be sure that you have got the correct question paper.
 4. The missing data, if any, may be assumed suitably.
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Q1	(a)	Discuss the characteristics of Hotel Lobby.	[2]	I II
Q1	(b)	Explain the duties and responsibilities of Lobby Manager.	[3]	I IV
Q2	(a)	Distinguish between VIP and VVIP Guest.	[2]	I II
Q2	(b)	Outline the activities of Bell Boy.	[3]	I II
Q3	(a)	What are various types of Reservation?	[2]	II II
Q3	(b)	What is Non-Guaranteed Reservation? Discuss its advantage and disadvantages.	[3]	II II
Q4	(a)	Distinguish between Series and Ad-Hoc Group.	[2]	II II
Q4	(b)	Write short notes on following: a. Due out b. Room Availability Report	[3]	II I
Q5	(a)	Outline some of the most frequently defined Market Segment.	[2]	III II
Q5	(b)	What is marginal cost in Hotel room context?	[3]	III II

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