



QP – 405

I Semester B.H.M. Examination, April/May 2021
(CBCS) (F + R) (2015 – 16 and Onwards)
HOTEL MANAGEMENT
Paper – 1.4 : Front Office – I

Time : 3 Hours

Max. Marks : 70

Instruction : Read the instructions *carefully* and number the answers *correctly*.

SECTION – A

1. Answer **any five** sub-questions. All sub-questions carry **equal** marks. (5×2=10)
- What is Double-up ?
 - Define 'Crib rate'.
 - What is Overstay ?
 - Expand DNA.
 - What is Lanai ?
 - Define : Franchise
 - What is Bermuda plan ?

SECTION – B

Answer **any three** questions. All questions carry **equal** marks. (3×6=18)

- Write a note on supplementary accommodation.
- Explain in brief the basic activities of front office.
- List and explain the various sources and modes of reservation.
- Classify hotels based on their location.
- Write a note on basic etiquettes to be followed by front office personnel.

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SECTION – C

Answer **any three** questions. All questions carry **equal** marks.

(3×14=42)

7. Explain in detail the various types of tourism.
 8. Draw the organization chart of a front office department of a large hotel.
 9. Examine various types of rooms and rates.
 10. Explain the luggage handling procedure of a FIT on arrival.
 11. Explain the job description and job specification of a reservation assistant.
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