



BHM I Semester Degree Examination, March/April - 2023

HOTEL MANAGEMENT

21BHM1C1FO1 : Front Office

(NEP)

Time : 2 Hours

Maximum Marks : 60

SECTION - A

1. Answer the following sub-questions, each sub-question carries **one** mark. **10x1=10**
- (a) What is Outbound tourism ?
 - (b) Mention the capital of Italy.
 - (c) Who is a walk-inguest ?
 - (d) What is Room discrepancy Report ?
 - (e) What is Interconnecting Room ?
 - (f) What is Crib rate ?
 - (g) Who is Skipper ?
 - (h) What is no-show ?
 - (i) Expand FIT.
 - (j) What is Upselling ?

SECTION - B

- Answer **any four** of the following questions, each question carries **five** marks. **4x5=20**
- 2. Explain the characteristics of hospitality.
 - 3. Explain the basic activities of Front Office.
 - 4. Explain the types of rooms.
 - 5. What is Left luggage procedure ?
 - 6. What are the different sources of reservation ?
 - 7. Explain the types of room rates.



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SECTION - C

Answer **any three** of the following questions, each question carries **ten** marks.

3x10=30

8. Explain the classification of Hotels.
9. Who is a 'Concierge' ? Explain the duties and responsibilities of reservation assistant.
10. Explain in detail the Guest Cycle.
11. Explain the steps involved in handling scanty baggage.
12. Explain the importance of reservation and different types of reservation.

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