



B.H.M. I Semester Degree Examination, April/May - 2024

HOTEL MANAGEMENT

Front Office

(NEP)

Time : 2 Hours

Maximum Marks : 60

SECTION - A

1. Answer the following questions. Each question carries **one** mark. **10x1=10**
- (a) What is Atrium ?
 - (b) What is YACHT CLUB ?
 - (c) What is Rooms discrepancy report ?
 - (d) Define Rooming list.
 - (e) Expand CIP and FFIT.
 - (f) Who is Skipper ?
 - (g) Define Rack Rate.
 - (h) Expand POS and PMS.
 - (i) What is Overstay and Overbooking ?
 - (j) What are motels ?

SECTION - B

Answer **any four** of the following questions.

4x5=20

- 2. Explain types of Room rates.
- 3. Draw front office layout and explain the equipments used in front office department.
- 4. Draw guest cycle and explain the parts in detail.
- 5. Discuss the basic activities of Front Office Department.
- 6. Explain types of Rooms and Room rates in detail.
- 7. Draw the format of :
 - (a) C-form
 - (b) Reservation form
 - (c) Lost and Found register
 - (d) Scanty Baggage form



SECTION - C

Answer **any three** of the following questions.

3x10=30

8. Evaluate the classification and categorization of hotel with a detailed explanation.
9. Explain the following :
 - (a) Modes of reservation
 - (b) Sources of reservation
 - (c) Types of reservation
 - (d) Duties of reservation clerk
10. Draw organizational structure of front office department with their job description and job specification.
11. Draw format of :
 - (a) Discrepancy report
 - (b) Room status report
 - (c) VIP amenities voucher
 - (d) Key Card
 - (e) Lost and Found slip
12. Explain the duties and responsibilities of :
 - (a) Reservation Assistant
 - (b) Front Office Cashier
 - (c) Front Office Supervisor
 - (d) Bell Boy

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