

BHMCT - 1st Semester (w.e.f. Dec-2021)
Examination, November-2023
FRONT OFFICE-I
Paper - 20BHMCT-104

Time allowed : 3 hours *[Maximum marks : 80*

Note : Attempt six questions in all, question no. 1 is compulsory.

1. Explain the following: 10×2=20
- (a) International Tourism
 - (b) Tourist Attraction
 - (c) Heritage Hotels
 - (d) Capsule Hotels
 - (e) Franchisee Hotels
 - (f) Role of Housekeeping Department
 - (g) Coffee Shop
 - (h) Concierge
 - (i) Accessibility
 - (j) Paging

2. Trace the origin and growth of hospitality industry in all over the world. 12
3. Throw light on famous Indian hotel chains operating in India. 12
4. Draw the organization chart of a five star hotel having 500 rooms and discuss role of key positions. 12
5. Briefly discuss about various types of hotels on the basis of location, level of services and duration 12
6. Discuss the general facilities, features and services required to be eligible for five star gradations. 12
7. Explain how front office coordinates with all other departments of a hotel. 12
8. Why front office is one of the most important departments in a hotel? Describe the functions performed by front desk. 12