

No. of Printed Pages : 03

Roll No.

A-553

B.H.M. EXAMINATION, Dec. 2017

(First Semester)

(Main Only)

(BHM)

BHM-105-B

ACCOMMODATION AND FRONT OFFICE
OPERATION FOUNDATION I

Time : 3 Hours]

[Maximum Marks : 75

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting *one* question from each Unit. Q. No. **1** is compulsory. All questions carry equal marks.

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P.T.O.

1. Explain the following (any *five*) : **3×5=15**

- (a) Heritage Hotel
- (b) Commercial Hotel
- (c) Bell Desk
- (d) Cabana
- (e) Briefing
- (f) Grooming
- (g) Floor Pantry.

Unit I

- 2. Classify different types of Hotels on basis of its Location. Explain in detail. **15**
- 3. Discuss the organization Hierarchy of a Large Hotel. **15**

Unit II

- 4. Draw a neat layout of Guest Room in a Large Hotel. **15**
- 5. Discuss different types Lines are used in Guest Rooms in a Large Hotel. **15**

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Unit III

- 6. Discuss the Hierarchy of Front Office Department in a Large Hotel. **15**
- 7. Discuss the Attributes of Front office Staff in a Large Hotel. **15**

Unit IV

- 8. Discuss the Job Description of Floor Supervisor in Housekeeping Department. **15**
- 9. Discuss the Hierarchy of Housekeeping Department in a Large Hotel. **15**

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